

OUR CUSTOMER SATISFACTION POLICY

We commit such as;

- To handle complaints with a customer-oriented approach, to ensure that all customer complaints are fully answered by qualified expert personnel and to ensure the satisfaction of our customers,
- To adhere to the guiding principles of transparency, accessibility, responsiveness, impartiality, confidentiality, accountability, continuous improvement and punctuality in order to effectively handle complaints, to respond to complaints free of charge, to provide unconditional refunds in line with our responsibilities and justified customer complaints,
- To achieve perfection with new technological products that will make the life of the consumer easier by combining its technology with the demands from the market, and to become the preferred brand with its after-sales technical support service,
- To ensure that our practitioners are informed at DYO ACADEMY in order to increase customer satisfaction,
- To have an organization that defines and complies with all legal regulations and establishment conditions,
- Evaluating the notifications received from customers, employees and all other relevant parties and ensuring the continuity of the necessary adaptation and improvement efforts to prevent the recurrence of dissatisfaction,
- As management, we aim to provide resources that will ensure that all customer satisfaction and complaint handling processes work in line with their objectives,

as a DYO BOYA FABRİKALARI A.Ş. carries out production and sales activities

in the Industrial, Automotive, Furniture, Marine, Construction Paints, Powder Coatings and Insulation sectors.