



Practices and Responsibilities towards

1. Committed to producing quality products to create satisfaction with products and services, along with timely delivery of products as scheduled.
2. Listen to problems/complaints from customers and take action to resolve them so that customers receive a prompt response. There is also an assessment of customer satisfaction in order to improve/develop products and services to be even better.
3. Strictly comply with the terms and conditions of customers. In the event that any condition cannot be complied with, the customer must be notified immediately in order to jointly consider a solution or remedy.
4. Contact, meet, and coordinate with customers politely.
5. Maintain the confidentiality of customer information and refrain from using customer information for personal gain or for the benefit of other related parties without authorization.