

## ZYFLCN 售后服务和质量保证承诺

随着国家市场经济的深入发展，市场竞争日趋激烈，广大用户对产品的要求也越来越高，并且对售后服务方面的要求也越来越多，为此，我公司质量管理部门为适应市场发展的要求，专门设立了售后服务组、配备了专职服务人员负责处理我公司产品售后服务事宜。同时我公司在内部质量管理方面也作出了多方努力，获得了ISO9001质量体系认证、国家压力管道特种设备制造许可证、CE认证和俄罗斯GOST认证，为此我公司完全可以做到：

- 一、产品配发检验合格证书和说明书，以确保用户能正确安装适用我公司产品。
- 二、我公司保证出厂的产品均按有关国际标准生产和检验，不合格的产品绝不出厂。保证严格履行、兑现产品的四包，严格执行国家工业产品售后服务有关规定，对出厂产品自发货日起的十二个月内，在产品说明书规定的正常操作条件下我公司将负责质保期内质量完好。
- 三、如用户对我公司产品提出的质量异议，我公司保证在接到用户提出异议后2小时内作出处理意见。若需要现场解决的，保证派出专业技术服务人员，并做到质量问题不解决服务人员不撤离。对每件用户反馈的产品质量问题及处理结果我公司将存档。

以上三点是我公司对售后服务的承诺。竭诚欢迎广大用户指导修正，请提出宝贵意见，参照改进。真诚希望我们之间合作愉快。



## ZYFLCN AFTER-SALES SERVICE QUALITY ASSURANCE COMMITMENT

With the further development of a national market economy, the increasingly fierce market competition, the majority of users of the product requirements also more and more high, and more and more demand for after-sale services, to this end, our quality management department in order to adapt to the requirement of market development, set up special after-sale service group, equipped with full-time service personnel shall be responsible for handling matters of our company product after-sales service. At the same time, our company has also made efforts in internal quality management, and obtained the ISO9001 quality system certification, the national pressure pipeline special equipment manufacturing license, Certificate of compliance and Gost certificate. Therefore, our company is fully capable of:

- I. The products shall be issued with inspection certificates and instructions. I. to ensure that the users can correctly install and apply the products of our company.
- II. Our company guarantees that the products are produced and inspected in accordance with the relevant international standards, and unqualified products will never leave the factory. We promise to strictly perform and deliver the four packages of products, strictly implement the relevant regulations of national industrial products after-sales service, and within 12 months from the date of delivery of the products, we will be responsible for the quality of the products within the warranty period under the normal operating conditions specified in the product manual.
- III. If the user has any objection to the quality of our products, we promise to make Suggestions within 2 hours after receiving the objection. If it needs to be solved on site, it shall ensure that professional technical service personnel are dispatched, and the service personnel shall not be evacuated until quality problems are solved. We will archive the quality problem and result of every feedback.

The above three points are our company's commitment to after-sales service. We sincerely welcome your comments and Suggestions for improvement. We sincerely hope that we can have a pleasant cooperation.

