

Title: Policy on handling customer complaints
Document Number: 100006

Date: 3/01/2017
Document Revision: 000

MadgeTech is dedicated to providing reliable, high quality products and services in order to achieve total customer satisfaction. We realize there may be times when our customer's experience falls short of their expectations. In these incidents we welcome their feedback and are committed to addressing their concerns with the highest intentions.

The management team will dedicate resources to investigate all customer complaints and assure they are addressed in an appropriate and timely manner. We will use the opportunity to improve the experience for all customers, educate our workforce and inspire innovations in our products.

All complaints and the corrective actions to address them will be logged and reviewed to assure the desired results have been achieved.

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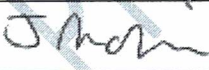


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REVISION BLOCK

Revision	Changes Made to Document	Issued- Revised by	Revision Date
000	Original	Dianne Moulton	03/01/17

SIGNATURE BLOCK

Title	Printed Name	Signature	Date
President	Norm Carlson		3/16/2017
Director of Human Resources	Jennifer Arsenault		03/06/2017
Director of Marketing	Margo Bowie		03/13/17
Director of Engineering	Bruce Holso		03/03/17
Production Manager	Jackie Morin		3/2/17
Sales Manager	Ken LaPage		03/09/17
Quality Manager	Dianne Moulton		03/15/17