



Masters Company Inc.
Creative Solutions for Water Management

Private Label Manufacturer
greensense technologies based products

MCI Customer Bill of Rights

PARTNERSHIP – we support a philosophy of building a lasting partnership with our customers. We believe customer feedback is an essential and critical component of delivering a great customer experience, and we will always listen to our customers' input.

QUALITY PRODUCTS – we will provide, which is consistent with MCI's mission and values, products that will consistently meet or exceed a customer's expectations. Customers will receive the products they have asked for.

QUALITY SERVICE – we will provide, which is consistent with MCI's mission and values, the highest level of quality service possible. Customers will receive service from knowledgeable, competent, and cooperative staff. Employees will be empowered to address customer issues and requests.

PROMPT ATTENTION – we will provide prompt and reliable attention to customers. If immediate attention is not possible, customer needs will be acknowledged as quickly as possible and customers will be told when their issue will be resolved and by whom.

COURTESY – MCI customers will always be treated with courtesy and respect and in a highly professional manner.

ACCURATE INFORMATION – we will provide as complete and accurate account information to customers in a timely manner.

ACCESSIBILITY – customers will be given multiple options to manage their accounts. Information resources will be easily accessible via phone, email or website.

ACCOUNTABILITY – we will take responsibility for our actions. If we cannot completely fulfill a customer's request, we will explain why and offer an available alternative. If we make a mistake, we will acknowledge the error and correct it.

We expect our customers to:

- Inform us when they have a question or a problem
- Provide prompt payment
- Keep all information up to date
- Let us know how we are doing
- Treat our staff with courtesy and respect