

MJLBL Customer Relations and Product Quality Policy

Commitment to Quality

MJLBL recognizes customer satisfaction is of primary importance to its success. Mindful of its responsibility to the interested parties including consumers it serves directly and the customers who resell our products, Company strives to understand their requirements and concerns and to merit their business by responding effectively to their needs.

Specifically, MJLBL is committed to:

- Provide high quality products that meet or exceed equipment specifications and consumer needs under all responsible circumstances;
- Furnish services that reliably meet responsible standards of performance, efficiency and courtesy;
- Furnish accurate and sufficient information about its products and services including details of guarantees and warranties, so that an interested party including customer can make an informed purchasing decisions;
- Continuously improve quality management system, and the capability of employees; and
- Require truth in advertising and all other communications

In addition, where MJLBL's products reach the interested parties including ultimate consumer through independent parties, such as service station dealers and distributors, MJLBL's policy is to actively encourage such parties to achieve standards comparable to those, which have been established for MJLBL's own performance.