

Assessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Greentec is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate to individuals with disabilities in ways that take into account their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the premises that are open to the public.

Support Persons

A person with a disability will be allowed support person(s) to accompany them on the premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Greentec will notify customers promptly. A posted notice including information about the reason for the disruption and its anticipated length of time will be provided. The notice will be placed at the front reception area and at the shipping and receiving area.

Feedback Process

Customers who wish to provide feedback on the way Greentec provides goods and services to people with disabilities can send us an email to info@greentec.com with the title "Disability Feedback" All feedback will be directed to the Human Resources Department. Customers can expect to hear back in 5 working days. Complaints will be addressed according to our organization's regular complaint management procedures.

Copies of the Accessible Customer Service Plan are available upon request.