



## Nitin Spinners Limited

### **Customer Centricity Policy**

Nitin Spinners Limited ('Nitin Spinners' or 'Company') recognizes that that customer focus is essential part of business and the company is persistently working towards creating value for customer through its products and services.

- Company's products and services are of highest quality, safe and environment friendly.
- Nitin Spinners provides detailed product information which are in line with the mandatory requirement of the applicable law.
- Nitin Spinners provides Superior products and services that enhance value and customer satisfaction
- Customer complaints are registered and handled for resolution through online system. Immediate corrective and preventive actions are initiated and customer are kept informed on the status with complete resolution.
- Customer feedback is taken regularly through Customer Satisfaction Surveys, Customers Meet and Face to Face Interactions.

#### **Accessibility**

This Policy may be viewed online at [www.nitinspinners.com](http://www.nitinspinners.com)