

## Quality Statement

The best possible Product, with the best possible Service, at the best possible Price!

At Pro-Dec, we have made a decision not to adopt a formal Quality Assurance program such as ISO9000.

In our dealings with such certified companies, it is apparent that Certification does not guarantee a better standard of product or service, only that an effort will be made to re-supply the product or service. Certification also requires a substantial paperwork trail, which for a small company like ours, creates a substantial increase in costs which you, the customer, will ultimately have to bear.

Instead we have an in-house quality system, developed over more than 35 years. This system encompasses all aspects of our production and administration, from the ordering and receipt of raw materials to random testing of manufactured parts and finally order dispatch. This system is being constantly refined in response to changing requirements, and in many respects is to a higher standard than the formal Assurance standards.

As part of our quality system, we have our Product Warranty which guarantees replacement of any of our products which are not of an acceptable quality. Please note that because there are an infinite number of possible applications of our range of cover caps, we cannot guarantee that the caps will work on, or be appropriate for, all applications. We are however happy for you to consult with us about your individual needs.

We realise that occasionally problems will occur. In many instances, we may not even be aware that you have a problem (such as the delivery of your order) unless you tell us. It is our desire to provide the best product and service possible, and your feedback is vital to this process. We will make every effort possible to leave you satisfied with the result and happy to do business with us again.

You can contact us by mail, telephone, email, fax or via the Contact Us page on our website. We promise you our every effort to resolve your problem.



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