

**CERAMIC DECOR**

TILE & STONE PROFESSIONALS

**ACCESSIBLE CUSTOMER SERVICE POLICY STATEMENT**

Ceramic Decor will strive at all times to ensure that our policies, practices and procedures are consistent with the principles outlines in the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act.

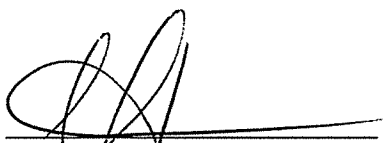
Ceramic Decor is committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

We will communicate with people with disabilities in ways that take into account their disability. This may include the use of assistive devices, support persons or service animals.

Our staff will be trained on how to interact and communicate with people with disabilities.

We welcome feedback on the delivery of our services to persons with disabilities or others and will investigate all complaints. We will respond to the individuals who provide the feedback on our services in a timely and objective manner upon completion of a thorough investigation.

When there is a disruption in service we will contact and notify customers where possible and post notices at our premises and on our website at ceramicdecor.com.

  
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George Durigon, President

JAN 9 / 17  
Date