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Accessibility Feedback Policy

Purpose:

This policy has been established in compliance with the Company's obligations under accessibility laws, to implement a process for feedback from customers on how the Company delivers its goods and services to persons with disabilities.

Policy:

The Company seeks to meet the expectations of all of its customers and takes pride in its customer service practices.

Comments about the manner in which the Company provides goods or services to persons with disabilities are welcome and appreciated.

How to provide Accessibility Feedback:

Feedback on accessibility can be made:

a) to the manager on duty in any of our locations:

in person;

by telephone;

in writing in a sealed envelope or

b) by e-mail to "info@Sayal.com"

What action the Company will take

All feedback will be directed to Operations Manager for attention.

If an individual indicates that they would like a response, it will be provided in a timely fashion.

If suggestions are made, that do not necessarily relate to a specific situation, they will be considered by management, in its regular course of policy development, but the customer will not be notified of the results of internal management discussions unless they result in a policy change, when they will be made available to the public.

Complaints will be addressed according to the company's existing complaint management procedures. Upon receipt of a complaint, the designated company Personnel will investigate and provide a written response to the customer within 45 days.