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## Our Quality Commitment

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### Our Vision

To be a provider of world class customer service—the standard by which others are measured!

### Our Mission

To provide superior customer service, quality products, and ever-increasing value through our commitment to the process of continuous improvement.

### Our Values

We will remember that service is the most important product we offer, and we will project and maintain our "can do" attitude.

We will anticipate, meet, and exceed our internal and external customers' requirements. We are dedicated to the establishment of long-term relationships with our customers, suppliers, and employees that are based on loyalty, trust, shared value, and vision.

We are committed to the continued training and education of our most important resource: OUR EMPLOYEES.

We take pride in conducting business with integrity in a knowledgeable, professional, and ethical manner.

We will adopt the premise that the task at hand must be done right the first time.

We understand the importance of communication and will continue to search for ways to improve it.

We will maintain first class facilities that are safe, clean, and orderly.

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## Our Quality Promise

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### We're Not Satisfied Until You Are...

A&E is passionately committed to your total satisfaction with our products or service. So much so that we offer this Quality Promise:

- If you are unhappy with any product or service you receive from A&E, we will cheerfully re-run your job, exchange or refund your purchase.
- If you encounter a problem in working with us, or if you have a complaint about our service, we promise to respond to you within 24 hours with a resolution to the problem, or a plan to resolve it.