客户服务

鹏鼎非常重视每一位客户的声音，并建立专责的跨功能客户服务团队。当客户有任何需求时，如品质、工程技术等问题可通过公司网站专区、专用电子信箱（avary@avaryholding.com）、电话联系窗口，或由团队提供的即时沟通与面对面交流机制与公司联系。客服人员将于第一时间向客户确认案件已受理及了解客户需求，并于后续处理过程中持续回覆案件进度与改善状况。

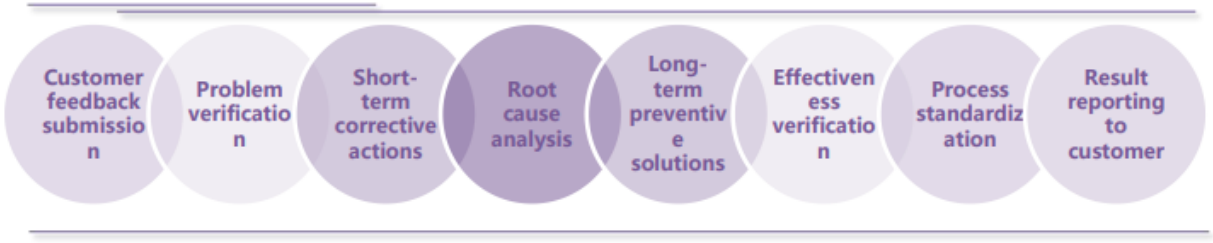


鹏鼎已通过 ISO 9001、IATF 16949、TL 9000 等品质相关管理系统的认证，严格遵循国际标准建立合规、透明的客诉管理流程，为加强客诉处理的及时性、有效性，按标准要求制订《客户抱怨及时处理作业系统》制度，对客诉处理的时效、分类和分级管理等提供具体规定。公司依处理流程向客户说明案件受理后的处理时程与进度安排，并由专责窗口持续回覆处理状况，以提升处理过程的透明度。公司亦通过问题根因分析、矫正与预防措施，持续改善产品品质。客户回馈同时纳入考量产品设计优化、制程改善及品质提升的持续改善机制，以强化与客户长期合作关系。

Customer Service

Avary highly values the voice of every customer and has established a dedicated cross-functional customer service team. Customers may contact the Company regarding quality, engineering, technical, or other matters through the dedicated section of the corporate website, the designated email address (avary@avaryholding.com), dedicated telephone contacts, or the team's real-time communication and face-to-face engagement channels. Customer service personnel promptly acknowledge receipt of each case and seek to understand the customer's needs. Throughout the handling process, they provide ongoing updates on the case status and improvement measures.

● Standard Customer Service Process



Avary has obtained ISO 9001, IATF 16949, TL 9000, and other quality management system certifications. In accordance with these international standards, the Company has established a compliant and transparent customer complaint management process. To enhance the timeliness and effectiveness of complaint handling, Avary has established the Customer Complaint Timely Handling Operating System, which sets out specific requirements for response timelines, complaint classification, and tiered management.

In accordance with the established process, the Company informs customers of the expected handling timeline and planned follow-up actions after acknowledging receipt of a complaint. A dedicated contact person provides customers with ongoing updates to enhance transparency throughout the process. The Company also continuously improves product quality through root cause analysis and corrective and preventive actions. Customer feedback is incorporated into continuous improvement mechanisms for product design optimization, process improvement, quality enhancement, and customer service improvement, thereby strengthening long-term customer relationships.