



PACIFIC MODERN HOMES, INC.

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SUPPLYING QUALITY HOME PACKAGES TO THE WORLD SINCE 1968

CUSTOMER COMPLAINT POLICY & PROCEDURES

- I. GENERAL: Since a satisfied Customer, and happy prospect, is one of our best means of advertising, whenever a formal complaint is received it will be our policy to do everything within reason to resolve the problem and gain the Customer/Prospect's satisfaction.
- II. CUSTOMER COMPLAINT PROCEDURES
 - A. Definitions:
 1. A Customer is any party that we have a package purchase Contract from, whether accepted or not.
 2. PMHI Party is any Employee, Dealer, Builder, or International Representative.
 - B. All complaints will be forwarded to the PMHI National Sales Manager. If he is not available, or the complaint involves the manager, the complaint will be forwarded to the General Manager, or President.
 - C. If a complaint is not in writing, the Customer will be asked to submit a simple written outline of their complaint.
 - D. The involved PMHI Party to the complaint will be contacted immediately for their input.
 1. Asked to submit their written explanation or response.
 2. The National Sales Manager will visit the job site if needed, or arrange for an independent inspection of the problem if warranted.
 - E. The National Sales Manager will communicate with the Customer to keep him advised of progress and indicate what action is being taken, when action can be expected, etc. The final resolution will be conveyed in writing to the Customer.
 - F. Copies of all information received and final letter to Customer will be placed in the Contract file.

III. PROSPECT COMPLAINT PROCEDURES

A. Definition: A Prospect is any person that is not a Customer.

B. Same procedures as for Customer except all information to be filed in respective PMHI Party file.

IV. ONGOING COMPLAINTS: Ongoing complaints involving the same PMHI Party will be grounds for disciplinary action, including probation and/or termination of their relationship to PMHI.