

Customer Service Commitment
Providing Goods and Services to Persons with Disabilities

The mission of Eberspaecher Climate Control Systems Canada Inc. is to represent J. Eberspächer, its parent Company, in market development, distribution and assembly of its complete line of fuel operated heaters for the truck, bus, off-highway equipment, marine, military and miscellaneous markets for North America, Mexico and South America. The Eberspaecher employee team is committed to supporting its distribution network and the end user with the finest quality service and technical support available in the industry through on-site customer application design, installation and troubleshooting, training, customer service and after sales support.

In fulfilling our mission, Eberspaecher is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons 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 suppliers or any other person who deals with Eberspaecher in the conduct of its business.

Eberspaecher is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities as prescribed by the Accessibility for Ontarians Act (AODA) 2005, Ontario Regulation 429/07.

It is our expectation that all our Dealers will comply with the abovementioned legislation and will have met all the requirements are set out in the standards.

Please indicate that _____ has met these requirements by signing, dating and returning a copy of this acknowledgement.

Name of Organization

Name – Please Print

Signature

Job Title

Date

Please fill out electronic form or printed version and return to Sarah Neto, Human Resources Manager (see contact information below).

Sarah Neto
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