



Engagements Quality of Dépann' Micro Express.

Our objective Quality : to answer daily your requests for breakdown service, installation and formation with best the possible effectiveness. Our charter of Quality counts 7 essential points on which our team commits itself in order to adapting our services to your requests:

Point 1 : A team of attentive and courteous, reachable certified technicians 6jours/7 of Monday at Saturday 8h with 20h

Point 2 : A continuing education of our technicians to be in phase with the technological projections.

Point 3 : Guarantee of the confidentiality of the information recorded on your computer.

Point 4 : Guarantee of our interventions and our materials.

Point 5 : A response in the 24h to any complaint

Point 6 : An attentive listening of your requests to make evolve/move the Quality of our services

Point 7 : Any collaborator intervening by telephone or in residence signed a charter committing it to respect the code of deontology of *Dépann' Micro Express* guaranteeing to you confidentiality and respect of all types of information of which it could have been informed at the time of his intervention. No information used by a remote payment is preserved.