

Service Policy

PowerCom make sure After-Sales and Services of the sold products to all delighted customer within shortage possible time after getting complain to the Customer Care of Head Office.

PowerCom make sure its services within 08 Business Hours inside Dhaka and surrounding of its outlets and 24 Business Hours outside of Dhaka.

If not possible to ensure service of the sold products due to:

- The shortage of raw materials in locally and internationally as well.
- Out of date (obsolete) of technology.
- Unavoidable reasons to find out the problems, man-machine-interfacing and so forth.

PowerCom off course, will seek alternative solution to make it workable for the customer through bilateral discussion.

PowerCom will early communicate with the customer if service may delay due to the Natural Calamities, Political unrest, Strike, Hartal, Work abstention etc.