

Superior Medical is committed to providing excellent service to all customers, including those with disabilities.

In accordance with the **Accessibility for Ontarians with Disabilities Act (AODA) 2005**, Superior Medical has developed a policy and process to ensure that persons with disabilities have equal access to goods and services supplied by Superior Medical, and that the service they receive is respectful of their dignity and independence.

Communication: Superior Medical's staff communicate with people with disabilities in ways that take their disability into consideration. Superior provides training for all staff members who communicate with customers to ensure they are knowledgeable in their interactions with people with disabilities, both face-to-face and via telephone. Superior offers multiple ways to communicate with customers.

Assistance Devices: Superior is committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Superior provides training to all staff to familiarize them with the types of assistance devices used by people with disabilities.

Billing: Superior is committed to verbally reviewing a bill of sale (receipt) at the time of sale and/or answering any questions a customer with a disability may have.

Use of Service Animals and Support Persons: Superior welcomes people with disabilities who are accompanied by a support person or service animal. At no time will support persons or service animals be prevented from entering our premises. Superior provides training to all of our staff on how to interact with people with disabilities who are accompanied by a support person or service animal.

Training: Superior is committed to meeting all staff training requirements under the AODA Customer Service Standard.

Notice of Temporary Disruption: Superior provides notice to customers about any planned or unexpected disruption in the facilities or services used by people with disabilities, i.e., closing for year end inventory count. All notices meet the requirements of the AODA Customer Service Standard.

Accessibility Feedback Process: Superior Medical is dedicated to addressing our customer's needs and would like your input on how we are doing. Please communicate your comments or concerns to us by mail, e-mail or call us and speak to a Manager. All feedback is reviewed and responded to within two corporate business days.

To accommodate Customer's needs, Superior Medical has established multiple ways to aid you in placing an order or communicating your comments/concerns:

Mail: Superior Medical Limited
520 Champagne Drive,
Toronto, ON M3J 2T9
Phone: 416-635-9797
Fax: 416-635-8931
e-mail: info@superiormedical.com
Or through our online store: www.superiormedical.com, by selecting "Shop Online"

Our customer Service Staff will confirm your order by your choice of the method

Phone
Fax
e-mail

Please indicate your choice when placing your order.