



Legacy Molding's Customer Bill of Rights

1. The right to choose the size of your order. Big or small, Legacy Molding is capable of doing the job.
2. The right to have parts made the way they are specified. All processes are qualified according to engineering specifications and require customer approval.
3. The right to get parts quickly. Legacy Molding provides a ten-day turnaround service for most orders.
4. The right to get parts on time. Over **95%** of Legacy's jobs leave the shop on time.
5. The right to access Legacy Molding's engineers on problem solving issues, part design, and material selection.
6. The right to get acceptable parts even if there have been problems with previous vendors. Difficult materials, mold designs, or extreme processes are areas of Legacy's expertise.
7. The right to feel confident in the quality of the parts received from Legacy Molding.
8. The right to access information regarding orders.
9. The right to a fair price.
10. The right to be treated with respect no matter the size of your company. All customers are important to Legacy Molding and receive the same level of customer service.