



Service Pledge

Recognizing the value of customer satisfaction to future business, we pledge our support to S&H Remodeling customer service goals & confirm our intention to provide exceptional customer service including:

- Warranting all work for one year. One-year warranty time frame begins once the home is turned over to the client and repairs are 100% completed.
 - Two years for electric, plumbing and HVAC.
- Completing all warranty work discovered during the warranty period and associated with original scope of work.
- Calling ahead to make appointments with the tenant for performance of work orders, even if the work is on the home's exterior.
- Being on time for appointments. If delays occur, call to let the tenant know and reschedule if needed.
- Parking in the street rather than on the tenant's driveway.
- Maintaining a professional appearance and manner.
- Identifying S&H Remodeling and our company to the homeowner upon arrival.
- Removing our shoes when performing interior work.
- No smoking on the property of the homeowner.
- Having all materials and tools necessary to complete the work, scheduling it immediately.
- Cleaning up any dust, debris, or scraps left by the work we perform.
- Excusing ourselves rather than becoming involved in a disagreement with the tenant and reporting such circumstances to a S&H Remodeling Project Manager (PM).
- Not commenting on other work in the home, engaging in gossip about homeowners, other trades and S&H Remodeling; if a serious defect is noticed, reporting it to a S&H Remodeling PM immediately.
- Immediately informing S&H Remodeling PM that all items have been completed.
- Calling S&H Remodeling PM's attention to reoccurring items and suggesting alternative methods/materials to eliminate them.
- Completing Non- Emergency warranty work orders within **three business days** and emergency warranty work **immediately** unless other arrangements are made with the tenant and S&H Remodeling's PM is notified of the schedule.
- Emergency warranty work is defined when the home's components are in jeopardy of further damage or a safety concern is present to the tenant. S&H Remodeling's PM will define when an emergency is declared.

Subcontractor

Date

Jason Eckhorn, Owner

S&H Remodeling