



# CUSTOMER BILL *of* RIGHTS

---

Thank you for considering Premier Window Cleaning for your property. Below is a list of our promises to you when you choose Premier Window Cleaning:

---

- ★ Your Satisfaction is 100% Guaranteed.
- ★ If you are not satisfied with our service, we will offer a 2% discount on your final bill.
- ★ You will not be forced to sign a contract. If you are not happy with our service, you can change your contractor immediately without having to wait for your contract to expire.
- ★ You will have Premier team members on your property that have all been background checked.
- ★ All Premier team members will be in full uniform at all times on your properties.
- ★ You will always have a professional experience. Our team members all go through a 90-day probationary period to learn how to work with clients and present themselves in a professional manner to be able to deal with all situations they may experience while on your property.
- ★ You will have access to us 24 hrs a day 7 days a week with emergency lines going right to the owner's personal cell phones.
- ★ You will get a full proposal completed within 24-48 hrs of a Premier representative coming out and evaluating your site.

- ★ You can rest assured that all work done on your property will be done with top of the line equipment that is built by certified engineers.
- ★ You have our promise that all Premier team members are fully trained and have never been cited by OSHA for any violations.
- ★ You will not need to wait for us. Premier team members will be on your site from start to finish with no delays (unless it is due to weather). If we schedule your property for a specific start date, you can expect Premier at your building on that date at 7am or your preferred time.
- ★ All of our team members have been through 10 hr or 30 hr OSHA courses. They are also trained on boom lifts to operate on the interior and exterior of your properties.
- ★ You are guaranteed the highest commitment to safety. Premier holds monthly safety meetings to keep our staff up to date on all the do's and don'ts in our industry.
- ★ Your work will be completed by only Premier Window Cleaning team members. Premier does not subcontract any of our work.
- ★ You will be supplied references upon request.
- ★ You will not be billed for your job until you are 100% satisfied.
- ★ At Premier Window Cleaning we have a safety program and training on all aspects of our service. We follow OSHA regulations (CFR29 -1910) and safety guidelines as established by the International Window Cleaning Association. All of our employees are trained to follow the ANSI I-14 regulation which requires a safe work plan established for every facility.

---

**Contact Us Today For A Window And Exterior Audit Of Your Property**

Premier Window Cleaning LLC  
Phone: **856-904-9274**  
Email: **info@wehatedirtywindows.com**