



# GUARANTEE

## *As A Quality Restoration Vendor*

- 1.** We will answer your emergency call 24 hours a day 365 days a year and contact the customer within 60 minutes from receiving the initial call to schedule an appointment.
- 2.** We will begin emergency mitigation services, when required, within two to four hours from the initial call.
- 3.** We will provide a written report within 24 hours after receiving the initial call. We will keep you informed, as needed, on the progress of each claim.
- 4.** We will provide an estimate along with complete documentation and photos within 5 days of receiving the claim.
- 5.** We will demonstrate our professionalism by delivering our services on time, with ServiceMaster Clean identified vehicles, uniformed and well trained employees, and ServiceMaster Clean products and equipment.
- 6.** We will employ the utmost integrity in pricing and service. We will provide the customer with quality work and service while striving to control the cost of each job.
- 7.** We will do the work right the first time or do it over, no questions asked.

For 24-hour emergency service, call 256-236-2446 / 256-546-2149

*Signed:*

**ServiceMaster by Mimsco**

*Partner in Service*

