

CUSTOMER

# BILL OF RIGHTS

Our Promise to our Valued Customers



**nice**<sup>™</sup>  
HEATING & AIR



CUSTOMER

# BILL OF RIGHTS

**NICE HOME SERVICES** believes that each customer should understand his or her rights as a customer and should understand our pledge to our customers.

We have professional responsibilities and ethical obligations to act with integrity, honesty, competency, and confidentiality and to instill and preserve your confidence in the work that we provide.





## IN RECOGNITION OF OUR RESPONSIBILITIES AND OBLIGATIONS, WE HEREBY PROMOTE AND PROCLAIM THE FOLLOWING RIGHTS TO OUR CLIENTS:

Nice Home Services shall act with **PROFESSIONAL INTEGRITY** at all times. You are entitled to be treated with courtesy and professional consideration at all times by all of our employees.

Nice Home Services shall have **RESPECT FOR YOUR TIME**. You are entitled to have scheduled appointments and for our work to be done within the timeframes promised.

Nice Home Services shall **RESPOND TO YOUR URGENT NEEDS** in a timely manner. You are entitled to receive a quick and professional response to your request to address your needs or concerns.

Nice Home Services shall provide you with **SAFE AND COMPETENT SERVICES**. You are entitled to receive the services of trained professionals that will work in accordance with our industry's high expectations.

Nice Home Services shall be sure that all of your **QUESTIONS ARE ANSWERED**. You are entitled to ask any questions you may have and to have those questions or concerns answered to your satisfaction and within a timely manner.

Nice Home Services shall provide you with **ACCURATE INFORMATION AND SERVICES**. You are entitled to receive accurate and detailed estimations of time and costs associated with the services that we have promised to deliver.

Nice Home Services shall have your concerns addressed by **INDUSTRY PROFESSIONALS**. You are entitled to receive services by professionally trained and highly skilled personnel who maintain the highest professional judgment and who will give you their undivided attention.

Nice Home Services shall treat you with **HONESTY**. You are entitled to receive services from a team of professionals who will be honest and forthright and who will not knowingly understate or overstate problems or concerns.

Nice Home Services shall hold your personal information with **STRICT CONFIDENTIALITY**. You are entitled to work with a team of professionals who will not disclose your personal or professional information to other parties without your expressed permission.

Nice Home Services shall **RESPECT YOUR PROPERTY**. You are entitled to have your property treated as if it were the property of the team providing services to you.

Nice Home Services shall treat you with **PERSONAL RESPECT**. You are entitled to be treated with respect and as a member of our family.

**Should we fail in our responsibilities and obligations to you, our client, we will work diligently to correct any issues that may arise, and we will correct them to your full satisfaction. Under no circumstances will we, as a company, seek to minimize or disregard your concerns. Our goal is to adhere to the foregoing Customer Bill of Rights at all times and during all communications.**





# WORDS WE LIVE BY

Below are our “Words We Live By” that guide our approach to running our business:

- **SATISFIED CUSTOMERS ARE OUR OBSESSION**

- **ACTIVITY DOESN'T EQUAL PRODUCTIVITY**



- **IF IT IS WORTH DOING, IT IS WORTH DOING RIGHT**
- **BAD NEWS DOES NOT GET BETTER WITH AGE**
- **WE PARK OUR EGO AT THE DOOR**
- **THERE IS NO 'I' IN TEAM**
- **WE HIRE PEOPLE WHO KNOW THE END OF THE MOVIE**
- **WE BEGIN THE WORK WITH THE END IN MIND**

- **YOU DON'T ALWAYS HAVE TO KNOW THE ANSWER, BUT YOU DO NEED TO KNOW WHERE TO FIND IT**



## AND FINALLY, AS A VALUED CUSTOMER, YOU CAN EXPECT TO:

**RECEIVE COURTEOUS AND RESPECTFUL SERVICE ALL THE TIME.**

**GET VALUE FOR YOUR INVESTMENT IN TIME AND MONEY.**

**BE THE TOP PRIORITY AND FOCUS DURING THE SERVICE EXPERIENCE.**

**BE CONSIDERED AS AN INDIVIDUAL WITH UNIQUE SERVICE NEEDS.**

**BE OFFERED APPROPRIATE SOLUTIONS TO YOUR PROBLEM(S).**

**BE LISTENED TO AND COMMUNICATED TO HONESTLY.**

**HAVE TIMELY AND SECURE ACCESS TO INFORMATION.**

**HAVE YOUR PRIVACY RESPECTED.**