

# CUSTOMER BILL OF RIGHTS

Thank you for considering Premier Window Cleaning for your property. When you choose Premier, you are entitled to the following standards of service and professionalism:

## **Satisfaction Guarantee**

- Your satisfaction is our priority. If any portion of our work does not meet expectations, we will address it promptly. We stand behind our service and will not consider a job complete until you are satisfied.

## **Professional & Vetted Team Members**

- All personnel are thoroughly background checked.
- Team members arrive in full uniform and clearly identified company apparel.
- Every employee completes a structured training program and 90-day evaluation period to ensure professionalism and competency on your property.

## **Clear Communication & Responsiveness**

- Direct access to management, including 24/7 emergency availability.
- Detailed proposals provided within 24–48 hours of site evaluation.
- Prompt responses to questions, schedule adjustments, or service concerns.

## **Safety & Compliance Standards**

- Compliance with OSHA regulations (CFR 29 – 1910).
- Training aligned with ANSI/IWCA I-14 standards.
- Certified boom lift operators for interior and exterior operations.
- Monthly safety meetings and ongoing field training.

## Quality Workmanship

- Use of professional-grade, engineer-designed equipment.
- Work performed efficiently and thoroughly according to agreed scope.
- Crews remain on-site from start to completion (weather permitting).
- Work begins at the scheduled time — typically 7:00 AM or your preferred start time.

## Accountability & Transparency

- No subcontractors — all services performed by Premier employees.
- References available upon request.
- Documented work orders and on-site crew lead oversight.
- Proof of insurance available upon request.

## Fair & Transparent Billing

- Clear written proposals before work begins.
- No hidden charges.
- Billing issued upon completion of services as agreed.

At Premier Window Cleaning, we are committed to delivering safe, reliable, and professional service at every height.

**For more information, visit [www.wehatedirtywindows.com](http://www.wehatedirtywindows.com) or  
call 267-534-5198 to schedule a complimentary estimate.**

