

CUSTOMER

BILL *of* RIGHTS

Our Promise to our Valued Customers



CLASSIC METAL ROOFS LLC
"THE BEST ROOFS UNDER THE SUN."

CUSTOMER

BILL *of* RIGHTS



Classic Metal Roofs 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:

1. Classic Metal Roofs 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.
2. Classic Metal Roofs shall have **RESPECT FOR YOUR TIME**. You are entitled to have scheduled appointments and for our work to be done within the timeframes promised.
3. Classic Metal Roofs shall **RESPOND TO YOUR URGENT NEEDS** in a timely manner. You are entitled to receive a response within 24 hours of your request - or sooner. We are available for emergencies 24/7.
4. Classic Metal Roofs 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.
5. Classic Metal Roofs 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.
6. Classic Metal Roofs 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.
7. Classic Metal Roofs shall have your concerns addressed by **INDUSTRIAL PROFESSIONALS**. You are entitled to receive services by professionally trained technicians and skilled personnel who maintain the highest professional judgment and who will give you their undivided attention.

8. Classic Metal Roofs 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.
9. Classic Metal Roofs 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.
10. Classic Metal Roofs 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.
11. Classic Metal Roofs 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.





CLASSIC METAL ROOFS LLC
"THE BEST ROOFS UNDER THE SUN."

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

- Satisfied customers are our obsession
- You don’t always have to know the answer, but you do need to know where to find it
- Activity doesn’t equal productivity
- What gets measured gets done
- If it is worth doing, it is worth doing right – now
- Bad news does not get better with age
- Park your ego at the door
- There is no ‘I’ in Team
- Hire people who know the end of the movie
- Begin the work with the end in mind





CLASSIC METAL ROOFS LLC
"THE BEST ROOFS UNDER THE SUN."



And finally, as a valued customer, you can expect to:

- Receive *courteous* and *respectful service* all the time.
- Be the *top priority* and focus during the service experience.
- Be *offered appropriate solutions* to my problem(s).
- *Get value* for my investment in time and money.
- Be *considered as an individual* with unique service needs.
- Be *listened to* and *communicated to honestly*.
- Have timely and secure *access to information*.
- Have my *privacy respected*.