

## Henry Gonzalez Plumbing Co., Inc's Commitment to Customer Satisfaction

Henry Gonzalez Plumbing Company, Inc. is a local family- owned and operated plumbing business in Tampa, Florida. We are committed to having 100% customer satisfaction. We listen to our customers concerns, our plumbers are courteous and keep their work area clean, we provide the latest plumbing technology to each job, we are licensed and insured, and most important, we value you our customer. Unfortunately, there are times when we are unable to please some customers and we have established policies and procedures to help assist in a mutual resolve to any of these situations. Herein are those policies and procedures.

- 1) Henry Gonzalez Plumbing Co., Inc. is always willing to hear from our customers and heed their recommendations if the outcome will retain a customer and help the advancement of our company.
- 2) If a customer is dissatisfied, for any reason, any and all complaints are forwarded to the owner, Joseph Gonzalez. He will contact the person via telephone, email or fax (which ever the customer chooses), and attempt to reach a resolution.
- 3) For established customers, Henry Gonzalez Plumbing Company does allow those customers an open account (payable 30 days after services are rendered). If these types of accounts remain unpaid for more than 30 days, we will contact the customer to find out if there are any issues as to why we have not been paid. If there is an issue we will try to resolve the issue immediately.
- 4) All of our terms and conditions are written out on our invoice under the "Pre Work Authorization" section of our invoice which every customer is expected to sign.
- 5) For newer customers (those that we have never done work for or do work for infrequently) we expect payment upon completion of the work on that particular day.
- 6) As a last resort, if our payment requests continue to be ignored we will have to turn the account over to collections.

Our goal as a business is to provide excellent plumbing service at a reasonable cost while still making a fair profit and satisfying each and every customer we come in contact with. At times in our long history here in Tampa, Henry Gonzalez Plumbing has worked with the community and provided little or no cost work to aid those who could benefit from this. We always welcome comments, complaints, and especially compliments. Henry Gonzalez Plumbing Company, inc. is more than a business; it is our family name and reputation. Satisfaction means a lot to me. Following in my father and grandfather's steps, I have come to appreciate each and every customer of Henry Gonzalez Plumbing Co., Inc.

Sincerely,



Joseph H. Gonzalez

President