

SWAN

PLUMBING, HEATING & AIR CONDITIONING, INC.
"The Home Comfort Experts"

OUR GUARANTEE TO YOU!

1. PROPERTY PROTECTION GUARANTEE

While working in your home we will care for it like it's our own. We guarantee we will:

- lay down drop cloths and carpet protection
- protect your walls and doors
- never damage any furniture
- never leave a mess

Simply stated, if we dirty it, we'll clean it. If we damage it, we'll repair or replace it.

2. PROMPT SERVICE GUARANTEE

If your new system fails at any time over the first two years, we will not only respond to your call for service immediately, but we will have your new system back up and running with 24 hours* of your initial phone call. If we fail to meet this guarantee, we will pay \$250 for your inconvenience.

*Excludes weekends and holidays

3. PERFECT TEMPERATE GUARANTEE

Rest assured, we will install the correct system for your home. If your new system does not achieve, within 1 degree of your desired set point at the thermostat, we will send a technician out immediately to fix the problem. If we can't fix it, we'll replace the entire system at no charge to you!

4. NO SURPRISES GUARANTEE

We will provide a price in writing upfront for the investment of your new home comfort system. If any additional parts or labor are required to complete installation, there will be no additional cost to you.

5. MONEY BACK GUARANTEE

If for any reason in the first year after your new system is installed, you are not 100% satisfied, we will return at not charge to correct any issues. If you are still not 100% satisfied, we will refund 100% of your investment.

6. LOWEST PRICE GUARANTEE

Anyone can cut corners to make something cheaper. At Swan we only do things one way, the right way! We guarantee that you can't find a comparable system for less*. This guarantee is valid for 1 full year after the installation date. In the unlikely event that you are able to find a lower price on a comparable system, we will match that price plus \$100 for the inconvenience.

*Must be a written estimate from a local, licensed company

My Swan representative has explained all the guarantees. _____