



*Customer Service Policy
For scheduling Appointments*

For Spring Activation/Backflow Testing and Winterization we create a master schedule, which gives our regular clients priority scheduling and offers a neighbor discount if applicable. Clients are sent a postcard or e-mail with a reminder to contact us to find out when their appointment is in the master schedule, and to confirm the appointment date and access arrangements. Appointments can be rescheduled for a different date, but appointment availability is on a first-come-first-serve basis at that point. If you do not receive notification of an appointment you need to contact us. We do not have “contracts” with clients for maintenance visits, and ***all appointments depend on verbal authorization and confirmation to stay in our schedule.*** We remove appointments from our schedule one week ahead of time if no confirmation is received.

For all service appointments we require two full business days notice to cancel or reschedule. Please understand that the technician’s time has been reserved especially for you. For canceling without proper notice or if through no fault of our own we are unable to do the work when we arrive (locked out, work already done by someone else, etc), we charge a \$50.00 cancellation/missed appointment fee. This fee is considered on a case-by-case basis, and would not be charged for urgent/emergency circumstances.

We are able to give clients a two-hour window for arrival for their appointment, allowing for travel time or unforeseen circumstances within a technician’s workday. Sometimes there are circumstances that are out of our control requiring us to reschedule an appointment.

After an initial visit, a return visit to make repairs may be needed. We would contact you within a few days of the visit to give you an estimate for the cost of needed repairs and to get authorization to proceed. *Once authorized, the work order goes to our scheduling department and you are contacted with a date for the repair visit.*