

CUSTOMER BILL OF RIGHTS

1. Every Customer is entitled to a smile. 
2. Every customer is entitled to an acknowledgement of his/her arrival.
3. Every customer is entitled to a sincere greeting. 
4. Every customer is entitled to employees who are ready and eager to serve them.
5. Every customer is entitled to be waited on in the fastest,  most efficient manner.
6. Every customer is entitled to have his/her requests for services or products taken correctly and completely. 
7. Every customer is entitled to our attention regardless of the size of his/her purchase.
8. Every customer is entitled to the benefit of our knowledge and experience. 
9. Every customer is entitled to be informed about additional services and accurate, timely information about our products or services.
10. Every customer is entitled to a clean, organized place in which to do business with professionally dressed personnel. 
11. Every customer is entitled to our expertise in problem-solving and conflict resolution.
12. Every customer is entitled to our services or products presented in a timely, attractive and truthful manner.
13. Every customer is entitled to quality products and services at a fair  price.
14. Every customer is entitled to a method of redress for products or services that do not meet acceptable standards and/or agreed upon terms. 
15. Every customer is entitled to a "THANK YOU". 