



SERVICE GUARANTEE

Our commitment is to provide you with the highest level of service by which all other companies are compared!



CUSTOMER SERVICE

- We guarantee to have knowledgeable and responsive Service Supervisors available 24/7 to handle your service requests.
- We understand the importance of communication, so we have implemented a “C3” Program. We “Commit” an ETA date to our customer, “Communicate” throughout the process, and “Confirm” when the work is completed by notifying our customers by phone, fax or email!
- We take ownership, meaning we will maintain your property like it is our own providing proactive solutions to keep it safe, secure and energy efficient!
- We train every team member to always be professional in conduct, neat in appearance and friendly!



QUALITY WORKMANSHIP

- We guarantee quality products and service and back it up with a “no questions asked” warranty on all products (incandescent lamps excluded) and services for one year!
- For our customers on a Custom Lighting Maintenance Program, we guaranty to keep 95% of their lights working at all times or their monthly labor charge is free!
- For our electrical service and construction customers, we provide highly trained electricians who are “Certified” by the State of California!



HONEST PRICING

- We provide a written quote in advance for all work performed, including a breakdown of all materials, tax and labor so there is no “mystery” as to what is covered by our proposal and no “surprises” when you receive your invoice!
- We provide timely and accurate billing. If for any reason our billing amounts are not accurate, we automatically reduce the invoice by \$50!



FREE SERVICES

- For all contracted customers we offer the free service of providing an outline of budget items for the coming years, sorted by priority!
- We offer free educational services to make our customers aware of the best ways to reduce operating costs and liability while increasing security and property value!

(All guarantees/warrantees exclude acts of God or vandalism.)

A **Linc Group** Company

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