



### Plumbing

Drain Cleaning

Water Conditioning

Pipe Relining

Basement  
Waterproofing

And Much More!

**330-652-0511**  
**OnlyAtoZ.com**

# Thank you...

for inviting A to Z Dependable Services into your home. As one of Northeast Ohio's oldest and most trusted home services companies, we're confident that you will appreciate the quality and value of our services. Today, we proudly present this certificate as an explanation of the warranties and guarantees that help protect your home. Please be sure to keep this document and corresponding work orders in a safe place for future reference.

## Guarantee Certificate

(See reverse side for a complete description of coverage for the following warranties and guarantees.)

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> We Value Your Time Guarantee         | <input checked="" type="checkbox"/> Workmanship Guarantee           |
| <input checked="" type="checkbox"/> We Value Your Safety Guarantee       | <input checked="" type="checkbox"/> Lifetime Replacement Guarantee  |
| <input checked="" type="checkbox"/> We Value Your Home Guarantee         | <input checked="" type="checkbox"/> "No Lemon" Guarantee            |
| <input checked="" type="checkbox"/> We Value Your Satisfaction Guarantee | <input checked="" type="checkbox"/> One Year "Test Drive" Guarantee |

\_\_\_\_\_  
Homeowner's Name

\_\_\_\_\_  
Invoice #

\_\_\_\_\_  
Authorized Signature

White - Office

Yellow - Homeowner

# SHIELDED GUARANTEES

**We stand behind all our Plumbing, Drain Cleaning, Water Conditioning, Pipe Relining, and Basement Waterproofing Services.**

## **We Value Your Time Guarantee.**

Our call center is open 24 hours a day, 7 days a week and when you call, you will always speak with a live person. Our experienced customer service representatives will schedule an appointment that is convenient for you. Before our Service Expert arrives at the appointed time, we will give you a call so you don't have to waste your valuable time waiting or worrying.

## **We Value Your Safety Guarantee.**

Our Service Expert will arrive in an A to Z Dependable Services truck, wearing an A to Z Dependable Services uniform. All of our Service Experts carry identification cards, which you may ask to see before letting them in your home. A to Z Dependable Services is fully licensed and insured for your safety and protection.

## **We Value Your Home Guarantee.**

Our Service Experts use floor protecting shoe covers and tarps to protect your home. We make sure they leave your home's interior in the same condition it was in before they arrived. If we don't get it to your satisfaction we will clean your home.

## **We Value Your Satisfaction Guarantee.**

We agree to accept responsibility for your complete satisfaction with the materials we use and the workmanship we provide. During the first year, if you are dissatisfied with our service or our people for any reason, we will do whatever it takes to make it right and correct the problem to your satisfaction.

## **Workmanship Guarantee.**

Our Service Experts are the best in skill, attitude and workmanship. We provide ongoing training keeping them up to date with new market developments. That means you get the most knowledgeable Service Expert in the business. They will care for your home and complete the job in a timely manner with precision. They will clean up when they are finished and will take personal responsibility for your satisfaction. They will not smoke or swear in or near your home and are drug free. If, when they have finished in your home they have not performed in accordance with these high standards, we will refund whatever portion of the purchase price you feel to be fair and reasonable.

## **Lifetime Replacement Guarantee.**

A to Z Dependable Services, warrants and guarantees to the original purchaser, that should Customer accept and purchase A to Z Dependable Services' recommended repair, such repair shall be free from defect in materials and workmanship under normal use and conditions for as long as the Customer owns the residence in which the recommended repair was provided or until the Unit in which the Covered Repair was performed, if applicable, is replaced.

## **"No Lemon" Guarantee.**

Manufacturer's have admitted that 3% of their equipment comes from the factory with some kind of defect. We guarantee that when the equipment we have installed is maintained and operated in accordance with the manufacturer's operation and maintenance manuals, should your compressor or heat exchanger fail in the first five years...we will replace it with a brand new current model free of charge.

## **One Year "Test Drive" Guarantee**

If you are unhappy with your installation and we cannot fix it, we will remove the system and refund 100% of your original investment at any time during the first year.

**PERIOD.**

  
**Brian Pritchard,**  
*President*