



5 Great Reasons to Use Swiftclean

In our continual effort to completely satisfy you, we've introduced the following guarantee - **unmatched in our industry.**

Once you've started using our services, you'll never want to change.

Here is why...

COMPLETE SATISFACTION OR YOUR MONEY BACK

Guarantee

1

If you are not entirely satisfied with any aspect of our service, then simply let us know. We will continue working on the problem until you are completely delighted with our quality of work.

2

In the unlikely event that, despite our exhaustive efforts, we cannot finish your job to your complete satisfaction, we will give you a full and courteous refund. No hassle, no questions asked and no hard feelings either.

3

We guarantee that our workmen will be on site at the pre-arranged time. If they're not, you will be entitled to a credit note towards the cost of your next job.

4

We guarantee that the completion of a job will take no longer than confirmed. If it does take longer than anticipated, we will issue a credit note to make up for your inconvenience.

5

If you purchase your water tank coating from us, not only will we undertake your inspections at a very advantageous rate, and discharge your legal obligations to do so, we'll also give you a lifetime guarantee, free of charge.





You can also expect the following valuable benefits:

Service Reminder Letters

You will always be reminded of when your periodic maintenance service is due. This saves you time and trouble, by not having to remember to contact us each time.

Continuity Of Personnel

When we first undertake work on your behalf, you will be introduced to a member of our team, who is your designated contact. To make life easy and provide continuity that same person will be your main contact on site every time we work for you. On the rare occasion this is not possible, we'll induct another member of our team on your behalf - saving you valuable time.

Daily Progress Reports

You can choose how often you would like to be updated on the progress of your job. This might be daily, weekly, monthly or somewhere in between. This is so we can have regular contact with you, and any queries or problems can be raised and dealt with **immediately**.

Job Completion

Our customers will be advised of the expected completion date and time. You are given the opportunity to inspect our completed work if you wish. This is to ensure that you are **completely satisfied** with every aspect of the job, every time.

Programme Completion Certificate

Our Programme Completion Certificate will advise you when your job has been completed. It will also confirm when your final report is due for completion. This means that you won't be kept in the dark.

Reports

Our aim is to have final technical reports completed within **two weeks** from the finish date of the job. This is so you don't have to wait for long periods of time.

Re-Packaging Services

Swiftclean packages services together, in order to minimise disturbance and inconvenience, and to make your job as inexpensive as possible.

One example is the cleaning of ventilation ductwork at the same time as water tank cleaning and disinfection. The normal non-productive times of draining and filling tanks can be utilised to give you better value for money when services are packaged together.

Dedicated Care Line

Unlike other companies who may pretend not to have any complaints, we appreciate that from time to time you may not be happy with certain aspects of our service. But, rather than just keeping it to yourself, we actually want you to tell us. This is so we can rectify any problems, as soon as possible.

.....so, if you want to make your job *far* easier, call us free on

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