

Customer Terms and Conditions

Customer Do's

1. Verification of Technician:

Customers must validate the identification of the technician assigned to perform repairs or services by matching their photo with the information provided about the technician.

Customers should immediately contact customer service for clarification if there is any discrepancy or uncertainty.

2. Supervision of Technician:

Customers must keep an eye on the technician while they are making the repairs or providing the services. During the technician's visit, it is crucial to make sure that a responsible adult is present at all times.

3. Safety Precautions:

Customers should take safety precautions and be aware of the technician's presence while repairs or services are being performed in their home or place of business. To ensure a safe working environment, remove any potential risks or obstructions.

4. Pet Safety:

Customers must securely tether or confine their pets in a different area during the technician's visit to guarantee the safety of both the technician and the animals. This will lessen the likelihood of any mishaps or disruptions to the repairs or services.

5. Protection of Personal Belongings:

Customers are responsible for protecting their personal property while the technician is doing repairs or services. To prevent loss or damage, it is best to either put valuables in a secure location or keep an eye on how they are handled.

6. Communication with Technician:

Customers are urged to discuss their problems and any worries they may have with the technician during their interactions with them. Customers should also ask whether there are any precautions they can take to avoid future problems or improve the performance of their equipment.

7. Reporting Offenders:

Customers should get in touch with customer service right away and give a thorough account of any misconduct, inappropriate behavior, or infractions committed by the technician. The service provider will be able to take the necessary action with prompt reporting.

8. Ratings and reviews:

Customers are asked to rate and comment on the services they have received. This feedback aids the service provider in enhancing the quality of their offerings and helps other clients make wise judgments. Reviews that are sincere and helpful are greatly valued.

Please be aware that these terms and conditions are offered only as a general guide and should be adapted to meet your unique company needs and be in compliance with all applicable laws and regulations. A legal expert should be consulted to ensure the terms and circumstances.

Customer Don'ts

1 Neglecting Technician:

Customers should get in touch with customer service right away and give a thorough account of any misconduct, inappropriate behavior, or infractions committed by the technician. The service provider will be able to take the necessary action with prompt reporting.

2 Personal Involvements:

Customers should refrain from bringing up personal issues or off-topic conversations with the technician. The technician should not be involved in any personal or non-service related activities as they are exclusively accountable for carrying out the repairs or services.

3 Confidentiality of Personal Matters:

Customers must keep all private information to themselves and not divulge it to the technician unless it is necessary for the repairs or services. Maintaining the privacy and confidentiality of personal information is crucial, as is avoiding pointless disclosure.

4. Respectful Behavior:

Customers are expected to behave respectfully and professionally toward the technician. It is highly forbidden to act improperly, harass the technician, or treat them disrespectfully; Doing so may result in the services being discontinued.

Please be aware that these terms and conditions are offered as broad guidelines only, and that they may need to be adjusted to meet your unique company requirements and comply with all applicable laws and regulations. To make sure the terms and conditions appropriately reflect your company's policies and safeguard the interests of both customers and service providers, it is advised to get legal advice.