

OUR GUARANTEES TO YOU!

THERIAULT PLUMBING & HEATING LTD.

Mission Statement We pledge to install the right products for your home at a fair price.

- **On Time Guarantee**
If we don't complete the work within the days we agree on, we will take \$100 off the price.
- **No Lemon Guarantee**
If we have to repair any product installed by us more than 3 times in the first year, we will replace the item for you absolutely FREE! Why? Because we don't want you to get stuck with a lemon.
- **Compressor Replacement Guarantee**
If the compressor fails within 1 years, we will replace the outdoor unit with a new one, for FREE.
- **Apples to Apples Guarantee**
If you can find a cheaper installation comparable to our same installation, we will match their price and give you \$50 for the inconvenience. The comparison must be apples to apples (same warranties, same insurances, same equipment/product, etc.)
- **24-Hour Service Guarantee**
If you have a problem during the warranty period, we'll have a heating technician in your home within 24 hours or we'll pay for you to spend the night in a hotel (temporary heating may apply).
- **Client Courtesy**
We promise to send courteous, professional technicians to your home. Our technicians will not smoke or swear in your home, they will protect your home by wearing shoe covers or laying drop cloths and cleaning up before they leave your home. Should any of these *not* be met, you will be compensated.
- **5 Year Installation Guarantee**
We guarantee that our installations are done to code, manufacture's recommendations and leak free. If our installation doesn't hold up within this period we will repair it at no cost to you.

100% Money Back Guarantee

If you are not completely satisfied with our installation, service or repair,
we will do the job again to your satisfaction for FREE!