

exceed[®]

we fix windows & doors

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➔ OUR PROMISE TO YOU...

OUR COMMITMENT TO YOU IS THAT WE WILL:

- Arrive on time or call prior to advise if running late or early.
- Stand behind the quality of our work.
- Respect your home. We use shoe covers & tidy up after ourselves.

OUR FRONTLINE TEAM
HAVE UNDERGONE A
SECURITY BACKGROUND
CHECK FOR YOUR PEACE
OF MIND.

➔ WORK QUALITY

Our Exceed Franchise Owners stand behind the quality of their work.

If you are not satisfied, they will put right any work found to be substandard.

Franchise Owners business details can be found on your invoice.

➔ PRODUCT

We will ensure that all manufacturers' warranties on all products we supply, or install are passed on to you.

➔ INSURED

All Exceed Franchise Owners have public liability insurance.

➔ FRANCHISE RULES

Exceed is a member of the Window & Glass Association of NZ so you can be assured that we subscribe to independently set industry standards. We also hold our Franchise Owners accountable to our own high standards through our Franchise agreement with them. If you are not happy with their work, please let us know.

Call us today!

0800 25 25 00
www.exceed.co.nz



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➔ GLASS

Exceed is not responsible for glass broken during the repair and maintenance of windows and doors, as breakage can be a normal part of the process, especially if the glass edge is damaged or the glass is not toughened. Note, the condition of the edge of the glass remains unknown until the glass is removed and may be subject to cracking for reasons outside our control.

➔ LEAKS AND OR DRAUGHT PROBLEMS

Because of the inherent difficulty in sourcing the cause of leaks and draughts, Exceed cannot guarantee the cure of leaks and draughts.

Exceed will analyse leak and draught problems, and to the best of our ability, make curative recommendations and when called for carry out repair work. Remember New Zealand Consumer Law gives you certain rights also, and nothing in this brochure reduces those rights.

➔ HEALTH AND SAFETY

For the safety of our technicians, you and your possessions please ensure all personal items including furniture are clear of the work area prior to our arrival. Exceed and Exceed Franchise Owners cannot be responsible for moving such items or any damage caused in moving the items.

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