

As a client of A- Z FLOORING we want you to know that you have the right to expect the following standards from us ...

1. You will receive professional, yet friendly, courteous and totally awesome service. You will be respected as a person and never taken for granted.
2. You'll find us honest, truthful and "up-front" with you at all times. Only products and installation methods that will benefit you greatly will ever be recommended.
3. Your perception of our performance is always the reality.
4. Your investment in our products and services will always be rewarded with exceptional quality and a design that will enhance the building space where they are fitted.
5. You may not always find our products and services to be the cheapest on the market. You will however always get the best quality and value to give you real benefits.
7. Your communication with us will be acknowledged before the end of the next working day.
8. We will communicate with you frequently as we work towards enhancing your floor projects and build long term partnership to make it easier for you in the future.
9. The Owners of *A-Z FLOORING* will always make themselves available to discuss any matter in your dealings with our company.
10. As you refer your friends and colleagues to *A-Z FLOORING* you're assured they will also receive **Our Commitment**, so you can feel good about referring.
11. Your feedback is critical to our continual ongoing improvements. If we make a mistake please tell us (but, please give us praise when we do well). Your ideas, comments and suggestions are always wanted by our Team. We want to set the standard, but if we do make a mistake you can be assured we'll learn from it and correct quickly.
12. By no means are these the only standards you are entitled to measure us by ... in fact, as we push the leading edge of exceptional flooring service you'll find we'll add more standards to give you the best service and best information possible.