



Our guarantee

100% satisfaction is based on the following: Our foremost goal is for you the customer to feel that your money was well spent. To achieve that goal we will always follow recommended industry procedure(s) and chemistry in your home or office.

Where possible we use certified safe "green" products to clean your fabrics and tile. We will ALWAYS treat respectfully you the customer and your property. We will ALWAYS qualify or SET REALISTIC EXPECTATIONS regarding the results that might be achieved.

* If service did not meet your expectations or satisfy you, there will be 14 day period from the day the service was performed to contact Customer First Carpet Care & Building Services by phone or email. Phone us at 415.385.4055 or email: customerfirst@comcast.net

* Let us know why you are not satisfied. Give us an opportunity to make things right. If we cannot satisfy your service request within reasonable expectations, Customer First will refund your money MINUS 50% of the total service charge.