

Customer Bill of Rights

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We will provide you, our customer, with ethical service that includes:

- A clearly written proposal and contract detailing scope of work, deliverables, costs, and delivery date
- Honest and frequent communication of project status
- Responsible and timely notification of delays, problems and extra expenses
- Informative invoices detailing who performed the work, tasks done, time spent, billing rate, and expenses.

We will provide you, our customer, with ethical service that includes:

- Good faith estimates that are close to actual cost to perform the work, instead of misleading underbids to get in the door
- Recommended solutions that satisfy your business needs with the maximum cost-effectiveness, rather than maximum profit for the vendor
- Requests for payment only for work authorized
- Reasonable security and privacy precautions, and ownership of all appropriate rights to the product.

We will provide you, our customer, with quality service that includes:

- Deliverables that work as described in the contract
- Reasonable turnaround and response
- Technical expertise in well-designed, structured, and documented