



100% Satisfaction Guarantees

Service & Repair Guarantee

If you are not 100% satisfied with the service we have provided, we will re-do the work for free. Our plumbers are trained to be courteous, to respect your home, to wear shoe covers and to thoroughly clean up upon completion of a project. If our plumbers do not meet these high standards you do not pay for the service. If a repair fails within the first two years, we will repair it again absolutely free.

Whole House Re-Piping Guarantee

We guarantee that your whole house re-piping project will be completed on or before the date we have promised. We guarantee our workmanship for a period of 20 years. If your pipes fail at any time during that period (excluding acts of God, riot or war), we will repair the failure free of charge. We guarantee that all materials used are as specified and up to the code in your area. And we guarantee to protect the condition of your home.

Equipment & Fixture Guarantee

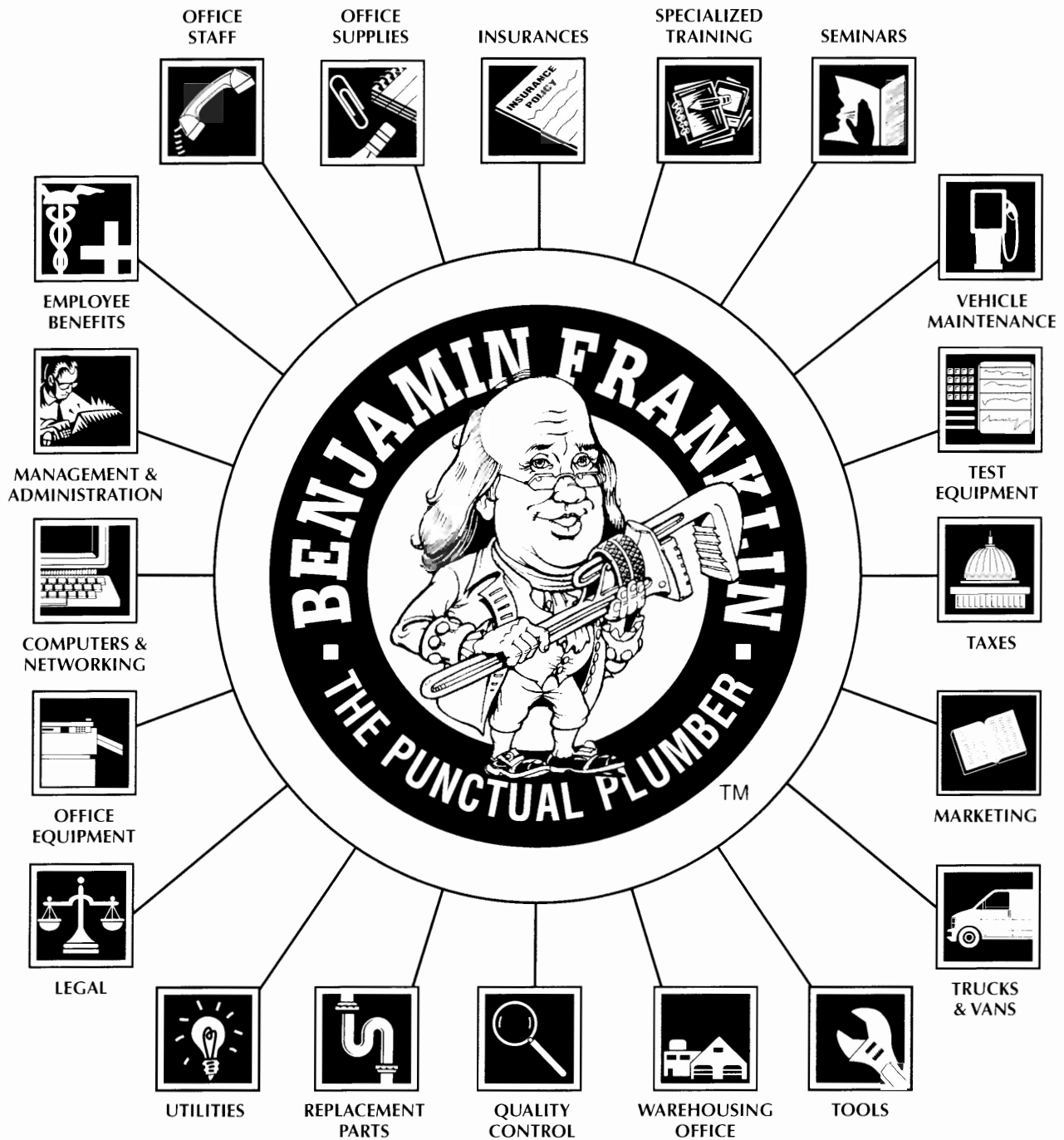
We guarantee that the equipment and/or fixtures we have installed in your home will perform as we have stated. If any equipment or fixture fails during normal use in the first year, we will either repair or replace the item at no charge to you.

The Punctual Plumber Promise

When we say we'll be there, we'll be there...
or we'll give you a "Benjamin Franklin," a \$100 bill.

What Goes Into A Service Call?

(The entire Benjamin Franklin organization!)



We bring the whole company to your home!

Many of our customers are curious about our service rates. As with any business, there are a host of items that go into your service call that are usually chalked up to overhead and operating costs. We want you to know what you're paying for. In the diagram above you'll see what's going on "behind the scenes."

We take pride in the level of service and technical expertise that we offer. As you can see, that takes a lot of support from the entire company. Dollar for dollar, your Benjamin Franklin Plumber offers a great value. So, the next time you see one of our trucks pull up in front of your house, look closely...our whole organization is about to give you the very best in service. It's guaranteed!