

## Frequently Asked Questions:

**Q:** After the crew assessed the job, they said payment is due to start service! Why is that? I usually pay at the end.

**A:** It is our policy to require payment to start a job. We do have several reasons for this. 1. Unfortunately in the past, too many times have come that a customer agrees to the price, then at the end of the job, they outright refuse to pay; or try to bargain for a better price. We have very competitive pricing. I won't bargain. 2. The customer agrees to the additional \$20 for a trip charge on a coupon, then when we go to collect, they act like they didn't know what we were talking about and come up with excuses why they can't pay. 3. In one instance, the customer was so drunk, (at 9am), that she passed out. It took me an hour to wake her up to get paid. I thought we might have to call an ambulance. 4. Sometimes, it has taken up to 20 minutes for someone to find their checkbook. I'm sorry, we're too busy for that and we have other jobs to get to.

Sometimes, the customer may have errands to run. Since we've already been paid, you can take your time doing what you need to do. Rest assured, we'll do what we need to do.

Asking for payment to start is not a personal attack on any of our valued customers. It is necessary because I pay my crew whether I get paid or not. And I simply can't afford to work for free. It's not like we're asking for a \$10,000 check, then leaving your home with it, in the hopes we'll come back to do the job. We're here, getting set up, ready to do the work and we always do our best.

"In God we trust... All others pay up front!"

**Q:** Why do you spell **Aall**

**Bright** with 2 "A"s?

**A:** When I started my business, I wanted to be sure to be at the top of the yellow page listings. Pretty clever I think & by the way, it works!

**Q:** I bought a coupon, when the guys arrived, they said there was a \$20 trip charge. Why?

**A:** We design our coupons to offer our customers a substantial savings and to allow us the opportunity to either; upsell, earn your repeat business or at least, get a referral. Of course, we offer the coupon; so we know not all jobs will be as profitable as the next. As always, we try to give fair prices regardless. However, please be aware, in most cases I only get to keep 50% of the price you paid for your coupon voucher. So, if you are more than 15 miles from Tampa, Fl. 33612, there may be a minimum \$20 trip charge. Please see the fine print on your

**Q:** Do I have to be home for my appointment?

**A:** You or someone at least 18 years of age needs to be there for the appointment, at least to start. In some cases, we can make other arrangements for your convenience. It is usually better for us if the person that scheduled the job, is there for us, to avoid any confusion. Also, payment is due in full at the time of service. If you need to leave during our appointment that's ok, that's one of the reasons we require payment to start.

**Q:** Do you work on weekends?

**A:** Yes! We happily work Monday thru Saturday, and sometimes on Sunday. Extra charges apply for Sunday appointments and coupons/deals do not apply.

**Q:** Do I need to open my blinds?

**A:** No need, we'll open your blinds, work around window treatments, lock windows when we're finished and close the

coupon for distance. If you are using a pressure washing coupon, we may charge \$20 to pay for the chemicals needed to get your home it's cleanest. However, if you receive additional service of at least \$100, we will waive additional fees. We never have additional fees on regular service. (except Sundays) Keep in mind, if you have a small house, it may not be worth it to buy a coupon. You may want to pay regular price, it may be lower.

**Q:** What type of chemicals do you need?

**A:** We use chlorine to kill algae. This is Florida, mold/mildew & algae are common. We run the chlorine through the pressure washer, so it's mixed with water, it's not much stronger than pool water. So, you don't usually need to worry about plants, but you may want to cover them just in case. You may want to run the sprinklers when we're done, just to help wash away the cleaning chemicals. Also, just the amount of water from pressure washing may prove stressful on some flowers/plants. Also, be sure to remove or cover cushions, and other out door fabric items. You may want to cover your garage door key pad or phone/cable boxes.

**Q:** What type of payment do you accept?

**A:** We gladly accept cash, check, major credit cards and PayPal

blinds.

**Q:** Why a 5 hour appointment window?

**A:** To better accommodate all of our customers. We try to schedule customers in the same area on the same day. Sometimes we may be closer to the next person, or someone has rescheduled that was before you, now we'd be coming earlier. But, we will call you when we're on the way, so we don't expect you to sit home & wait, just be near by. If no one is home for our appointment, or otherwise not ready, we will go on to the next job. If you're using a coupon, we may redeem it to cover travel expenses. Be familiar with the "fine print".

**Q:** I have a big dog, should I kennel him?

**A:** We love pets. Most of us have pets. If your pet is ok with us, we're ok with it. If your pet doesn't like new people, you should kennel your pet before we get there. We always close gates and doors behind us, but you should take necessary precautions if your pet is an escape artist, or a runner. We may need to leave gates open for our hoses & equipment.

**Q:** What other services do you offer?

**A:** We offer professional window cleaning, pressure washing & gutter cleaning service to residential & commercial customers.

**Q:** How long have you been in business?

**A:** Since 2000!

(theabtampa@gmail.com)

**Q:** Are you licensed?

**A:** We are licensed, bonded and fully insured. Just ask to see.

**Q:** I only want the outside windows cleaned, do you do that?

**A:** We'll do whatever you want, it's your house. However, if you're paying for window cleaning, you want the best "end result" you can get. Often times, the inside is so dusty, after we clean the inside, people say "wow! What a difference!", then I say, "wait 'til we clean the outside!" It really does make a nice difference in the way your home looks & feels.

**Q:** I have dogs, do I need to scoop poop?

**A:** Yes please! If we, or our equipment get "messy" from your pet's waste, there may be a \$20 charge.

**Q:** I have a coupon, can I switch it up a little?

**A:** I'm sorry, no substitutions. Our coupons are designed to provide great savings for our customers, and provide us with the opportunity to upsell and/or earn your repeat business.

**Q:** I missed my appointment, I had a coupon voucher, do I lose my money?

**A:** We understand sometimes things happen. We will be happy to reschedule, however, we may have already redeemed that voucher. To reschedule, we would charge regular price, minus what you paid for your voucher, so you don't lose out. We may require a \$50 non refundable deposit to hold another appointment.

**Q:** I purchased a coupon, but have been so busy, I just noticed it has expired. Will you still honor the coupon?

**A:** We understand when you're busy, time can get away from you. If you schedule prior to the expiration of your coupon, we will still honor it. If you call after the expiration, we will still honor the coupon, but we may charge regular price, less what you paid for your voucher, so you don't lose out.

**Q:** Why did they call to say there's rain or lightning in the area? There's no rain here!

**A:** Any local weather reporter will tell you, it doesn't have to be stormy where you are, to be in danger. If there's thunder/lightning, stay in doors, away from windows, until 30 minutes after the storm passes. Depending on what we're doing for you, if it's a coupon especially, we simply can not afford to sit in front of your house to see if a storm will pass. We use the Weather Bug app to get real time radar and lightning strikes. If lightning is within 30 miles, it's not safe. So, if we're seeing bad weather heading your way, we're not going to make the trip, knowing we can't do the job. It's better to reschedule. Obviously, if we don't work, we don't make money, so believe me when I say, "I know you want to get the work done, we want to do it!" But we have to do it when it's safe. There is no service we provide, that is worth someones safety.