

# THE IICRC CONSUMER COMMITMENT

## THIS IICRC CERTIFIED FIRM AGREES TO:

Establish and maintain professionalism when conducting business, and to uphold honesty, integrity, and competency in all dealings with consumers.

Have an IICRC Certified Technician present on all job sites, or will immediately notify the consumer if there is not a Technician on site certified in the category the work is being performed in.

Have an IICRC Technician certified in all categories of services that the firm is marketing to consumers.

Maintain a written customer complaint procedure and respond to those complaints in a timely fashion. In the case of unresolved complaints engage in arbitration and accept those conclusions.

Carry adequate insurance coverage at all times to protect consumers.

Maintain all required or appropriate licenses, permits, and bonds.

Seek, provide, and promote training and continuing education in the firm to enhance technician proficiency.

Avoid false or deceptive advertising or marketing including the use of misleading price information, and will provide consumers with accurate information regarding prices, services and products.

