Olin Plumbing’s Standards

**HONESTY:** We believe in being up front and honest with our customers. We offer up front pricing with no hidden charges and we do not use bait and switch tactics such as those you may find some other contractors use. We believe in doing what we say we will do when we say we will do it.

* We NEVER upsell a call for our personal benefit.
* When you are honest, you speak the truth. More broadly, you present yourself in a genuine and sincere way.

**INTEGRITY:** We will only install and repair plumbing systems in a manner where we are confident of that repair or installation. We will serve and protect the environment and community we work and live in by choosing to be responsible in the services we provide, the policies we adhere to and the plumbing products we use.

* Always do what’s right even when no one is watching.
* Being reliable & dependable.
* Holding yourself accountable and owning up to your shortcomings.

**SERVICE:** We will always strive to provide outstanding customer service as we believe in treating others as we ourselves would want to be treated. We will listen to the concerns that you the customer have and will do our best to address those concerns in a fair and sincere manner.

* Clean up better then how you found it.
* Give an honest home inspection.
* 3 options so the customer can choose what they would like.