



"The Grease Stops Here" ®

COMMERCIAL KITCHEN EXHAUST CLEANING SERVICE REFUND POLICY

Our main goal is 100% customer satisfaction, but we understand that there are times this may not occur.

In the event the customer is not completely satisfied, the customer has 48 hours after the date of service to contact our Customer Service Department, Operations Manager or General Manager to discuss their concerns. Management will investigate all aspects of the customers' concern which includes viewing videos & pictures of the job, and contacting the technicians that completed the work, and will respond to the customer within 48 hours. If necessary, Grease Stop will return to the location to rectify the issue as soon as the schedule permits.

If Grease Stop cannot rectify the issue, the customer may request, in writing, a refund for a portion of the fee they were charged for the service. The amount of the refund is based on the incident involved.