



Service Promises

Honesty  Dependability  Respectfulness  Excellence

My service promises are based on the principles of stewardship, honesty, integrity, convenience, and excellence.

I will improve my customer's standard of living and lifestyle by taking the worry out of caring for their property and their pets. My service promises are based on the principles of stewardship, honesty, integrity, convenience, and excellence. At Stumptown Dog, we hold ourselves to a higher standard of service. Therefore, we pledge the following to all who do business with me:

- **Stewardship:** I promise to care for and treat my customers' property and pets as I would treat my own. As if every pet is entirely reliant on me for its every physical and psychological needs. The safety and wellbeing of the pets placed in my care is important to me not because it's important to their owners, but just because it's important.
- **Honesty and Integrity:** I am truthful to clients, employees, and vendors without duplicity or deceptive or deceitful words or action. We promise to never cut corners, to never take short cuts when servicing your yard. If we're unable to service your yard on your regular service day, we'll let you know when you can expect service.
- **Convenience:** I promise to never require a contract. If your needs change, we'll gladly modify your service to find the highest value for you. If you go on vacation, we'll gladly suspend your service without fee, and restart upon your return.
- **Excellence:** I promise to clean your yard thoroughly, every time to your satisfaction, guaranteed. If your not satisfied call us within 24 hours and we'll gladly come back without charge and clean your yard to your satisfaction. We'll always leave a service hanger so you know we've visited, and we'll let you know if we see a health or safety issue with your pets or property. We promise to disinfect our tools and boots after every service.