

# Why Choose Mike's?

Mike Losoya Sr. founded this business over 30 years ago with the belief that it really made a difference when you truly wanted to help people. That belief and initiative has created not just a growing company, but a growing family. We take pride in delivering not only the highest quality workmanship possible, but the highest level of personal attention as well. Our goal is to be your home service provider for life and have some fun along the way. These are the values that Mike Sr. passed down to Mike Jr. and that Mike Jr. has passed on to all of us here at Mike's Plumbing & Electrical, Inc. We are honored that you have chosen to become part of our family and look forward to working with you again.

## Our Promise

If you are not 100% satisfied with the service we have provided, we will refund all of your money. If our service technicians smoke or swear in your home; are not drug free; do not wear shoe covers or leave your home without cleaning up, you do not pay for the service.

We guarantee that the equipment and/or fixtures we have installed in your home will perform as we have stated. If any equipment or fixture fails during normal use in the first year, we will either repair or replace the item at no charge to you.

## Up-Front Pricing Benefits

### *No Surprises*

No one likes an unpleasant surprise. "Up Front" means "before," not "after the fact." It means being straight with people – "I'll be up front with you on that." It means, above all, there are no surprises.

### *Fair Value*

The price for the services that you provide has been determined over time by averaging the time it should take a competent technician to do the job, working under normal circumstances with good parts and tools. The pricing reflects experience over time and across the industry. Our customers can relax, knowing that if you run into any problems or have a particular issue to solve, it won't cost any more.

### *Consistency*

The up front pricing approach means that customers all pay the same fair price for the same service. The guy across the street won't get a better deal because he's a more aggressive negotiator than you are.