

## Definition of the Customer

Gauthier Electric communicates with only **one person** as our customer.

This is the individual who corresponds with our office and provides their own personal credit card information thus accepting full responsibility for payment and authorizing Gauthier Electric to process all monies owing to their credit card. We will gladly honor an on site substitute/alternate credit card one time.

- Once the credit card information has been issued by our customer, we do not, after the fact, supply explanations or justifications to the charges applied or the company policies.
- All customers have the opportunity to review all of our disclosures prior to making any decisions.
- We will gladly honour if the customer wishes to designate a 3rd party for any issues pertaining to the job itself. i.e. Pool Company Renovator, Property Manager etc.
- This does **not** include spouses, family members or friends.
- All of our customers (as per the above definition) must be the decision maker and capable of providing us with proper instructions. It is the customer's responsibility to maintain full communication with their own spouses. We do not get caught in the middle of any disputes.
- A customer that allows an irate spouse, family member or friend to argue or dispute us in any way will result in an automatic departure from your residence by our company, regardless of the state of your job. Charges owing for services rendered up to the departure will be charged to your credit card.