## **GAP Trade Services**

## **Home Repairs & Maintenance**

# Why choose Gap Trade Services

Gap Trade Services is here to provide you with an easy solution to all your home needs. We as a company want to take away the pain and stress you get from maintaining your home. Whether it's general maintenance to full installation or replacement. Gap Trade Services are here to <u>help</u>.

We understand that the cost of home maintenance is often unexpected, as a result Gap Trade Services are here to help reduce those unexpected 'surprises' with our honest upfront pricing and responsiveness, letting you get on with more important things.



### Our 'Gap trade for life' policy means

- Why have phone numbers for various tradesmen, when you can just have one.
- Why pay a call out fee to a new tradesman everytime, have us come understand your home service needs and then never pay a call out fee again for that year.
- Why use some one else when you can trust us.



#### Our 'promise' to you

- To provide you with a consistent and professional customer service.
- To provide you with a high standard or workmanship.
- To give the best advice to your situation.
- To provide you with a service you can rely on.



### Our 'commitment' to you

- We believe in always being **100% honest**. We will be clear and upfront about our company charges. Our rates and fixed prices are clearly shown on this website.
- Our team will always show a full breakdown of labour, material and any other charges, and a comprehensive description of work carried out is shown on all invoices and estimates.
- We will not charge for the following: travelling, parking, Congestion, toll roads and there are no other hidden charges.
- We always charge correctly and fairly according to our quoted rates set out on our site. But in the unlikely event that any of our team or contractors ever do deliberately disregard this policy they will be dismissed, and a refund will be made.
- We will always take responsibility in the unlikely event that work is not carried out to the correct Australian Standards. If you are unhappy please call **0448 243 905**, we will try to resolve your issue

- immediately by sending an team member back, or a technical supervisor, at a time that is convenient to you.
- Gap Trade Services will never carry out any unnecessary work or talk customers into any work that is not needed under any circumstances.

#### **Mission statement**

Gap Trade Services will provide you with a honest reliable and up to date service what ever your requirements. 'Our goal' is to be competitive with all services, but be of the highest standard. We are driven to succeed, satisfy and go above and beyond your expectations. Our belief as a company is to be dedicated to each customer and believe once you have used our services, you will never use any one else, our policy is "Gap trade for life".