

Our Commitment to You

As a customer of Prestige Power, we'd like you to be aware that you can expect the following standards from us:

1. We will be consistent with our delivery of punctuality, professionalism, and premium customer service, and will always strive for your 100% satisfaction on every job we undertake for you, our customer.
2. We offer our "100% Satisfaction Guarantee" for you to feel confident when you engage Prestige Power to undertake your electrical requirements. We guarantee we'll arrive on time, and that you'll be delighted with our professionalism and astounded by our customer service... or you receive **\$70 cash back!** In addition, you can be safe in the knowledge that our installations are warranted against defects for a period of **2 years** from the date of completion! We will return free of charge to rectify any work should an issue arise.
3. From your initial contact with Prestige Power, you will receive honest, courteous and professional service and advice. We will only recommend products and/or services that will be of benefit to you and will suit your immediate needs as well as cater for your future requirements.
4. As a reflection of our consistent and predictable level of customer service, you will feel confident in referring your family, friends and colleagues to Prestige Power, secure in the knowledge that they too, will receive "Our Commitment".
5. When you partner with Prestige Power, your investment will always be rewarded with exceptional service and products which will represent real benefits and true value for money.
6. We will continue to invest in the latest estimating, project and operational management systems to ensure our clients' confidence in our pricing competitiveness. In addition to our customers receiving extra benefits when partnering with Prestige Power, you will also be pleasantly surprised to discover how inexpensive we are.
7. We will communicate with you frequently to build a long term relationship as well as to ensure you are aware of the latest electrical products, trends and legislation to assist you or your business.
8. You can be assured that your contact with our team members will always be a friendly and courteous experience, as our staff embrace a "nothing is too hard" attitude and are committed to Prestige Power's high standards and values.
9. You can be confident in using Prestige Power for your electrical needs as our team members are rigorously trained and routinely tested for competency and compliance to meet stringent legislative requirements.
10. Your feedback is critical to our commitment of ongoing and consistent improvement. Do not hesitate to tell us if we make a mistake, but please give us praise if you feel we did well. If we make a mistake, we will learn from it, and will take immediate steps to ensure it does not happen again.
11. These are by no means the limit of the standards by which you can measure us. In fact, as we strive to raise the bar in the electrical contracting industry, you will notice, progressively, additional benefits when choosing Prestige Power.

Luke Pritchard
Managing Director
Prestige Power