

## *A Quality Guarantee*

Here's a sure-fire way to separate yourself from the competition: Offer a quality and delivery guarantee on all your orders.

Here's a sample of a guarantee you can use. Feel free to modify it for your own use.

### **Your 100% satisfaction is our highest priority.**

- (Insert your company name) guarantees that we only work with the highest rated suppliers in the promotional products industry, and have carefully screened them for quality and service.
- (Insert your company name) you will never be stuck in the voice mail maze when working with us. I (insert your name) will personally make your order my highest priority.
- (Insert your company name) guarantees that we will track and follow your order and provide you with complete information every step of the way.
- (Insert your company name) guarantees that we will meet or exceed your delivery date or the shipping charge is free.
- (Insert your company name) guarantees the product you receive will match the pre-production proof provided to you.

### ***Quick Tip:***

***When*** providing quality and delivery guarantees make sure you are working with quality suppliers who stand behind your guarantee. Never promise anything you can't deliver. If a customer insists on a rush order or an order without a proof it may be necessary to waive the guarantee.