

100% Satisfaction Guarantee

Everybody says that they represent quality, but we believe that quality is of such immeasurable importance that we will put our resources behind it. The proof will be evident in every call and we back it with our 100% Guarantee.

Our 100% satisfaction guarantee insures that any customer need only pay us for the level of service they believe they received. We will seize upon the opportunity to identify the customer's concern and make it right. We believe that this facilitates true partnership by placing

the real "guarantee" upon the fact that we will deliver.

We will ultimately affect the customer's level of confidence in the exceptional level of service they receive from INSOMNIAC Live!

We believe that customer relationships should be built upon trust and mutual respect; nobody will ever "handle" our customers or work to make them feel better instead of working to resolve their current issue, and we will review our processes and behaviors to

insure that any issue does not happen again.

It is our goal to form lasting partnerships. We will partner with our customers to improve their business, not just ours.



Details

If you are not 100% satisfied, simply pay us for the level of service you believe that you received; pay us what you think is fair. We only ask that you tell us why so that we can make it right.

We put our resources behind insuring excellence on every call

If you're not 100% satisfied, pay us for the level of service you believe you received

We will make sure that we understand your concern, and work to make it right

Terms & Conditions

- Customer agrees to contact INSOMNIAC Live! with any issue in a timely manner in order to have the issue resolved
- Customer will explain the issue in detail on the invoice for a particular facility
- The 100% Guarantee will apply only to the facility that had an issue
- If we have not meet customer's expectations within 90 days the customer or us has the right to cancel the services