



Our Guarantee to You...

We at MTech want you to be satisfied and happy with our service. With that said, our money back guarantee is simple...

Guarantee #1: I will respond to your service call within 2 hours.

Guarantee #2: I will be professional and conduct myself in a professional manner. This may seem obvious, but you would be surprised how many "professionals" treat their service more like a hobby than as a business service you can trust.

Guarantee #3: I will give you a fixed quote for the work you need done and will guarantee that price in writing. That way you don't have to worry about a job taking 2 or 3 times as long and being billed you for it.

Guarantee 4: I will schedule system upgrades and service calls after normal business hours to minimize the interruption of your business.

Guarantee #5: I will listen to you. I will never "force-fit" a solution on you or your business. My job is to make technology work for YOU; not the other way around. I wish I could say "no questions asked", but of course we're going to ask questions! We want your feedback, criticism, complaints, "suggestions" and so forth. That way we can work to make our service better for you.

Guarantee #6: I will answer all of your questions in "plain English". No "techie" jargon that leaves you scratching your head wondering what I just said or seeing dollar sign\$...

Guarantee #7: If you are not happy with the work I've done in any way, just call my office within 2 weeks of the service call and I will come back out on site and make it right at no charge to you. Or, if you're just not happy, I will issue you a complete refund*.

*Purchased/installed equipment is considered property of MTech Consulting and would need to be uninstalled / returned to MTech.

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