

## **As a BBB Accredited Business,**

We advocate the Better Business Bureau mission of self-regulation to promote ethical business practices throughout our community.

### **We Pledge to the BBB Standards For Trust:**

#### **Build Trust**

Establish and maintain a positive track record in the marketplace.

#### **Advertise Honestly**

Adhere to established standards of advertising and selling.

#### **Tell the Truth**

Honestly represent products and services, including clear and adequate disclosures of all material terms.

#### **Be Transparent**

Openly identify the nature, location, and ownership of the business, and clearly disclose all policies, guarantees and procedures that bear on a customer's decision to buy.

#### **Honor Promises**

Abide by all written agreements and verbal representations.

#### **Be Responsive**

Address marketplace disputes quickly, professionally, respectfully, and in good faith.

#### **Safeguard Privacy**

Protect any data collected against mishandling and fraud, collect personal information only as needed, and respect the preferences of customers regarding the use of their information.

#### **Embody Integrity**

Approach all business dealings, marketplace transactions, and commitments with integrity.