

BBB STANDARDS OF 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, 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.



CERTIFICATE OF ACCREDITATION

PROUDLY PRESENTED TO

Pella Windows & Doors of Omaha & Lincoln

BBB® ACCREDITED BUSINESS
SINCE 07/10/1995

As a BBB Accredited Business dedicated to integrity-driven practices, we pledge to uphold the BBB Standards of Trust. By following these standards, we demonstrate our commitment to an ethical marketplace.

Signed: _____
PELLA WINDOWS & DOORS OF OMAHA & LINCOLN Representative

Date _____

Signed: _____
(BBB CEO/President)



THE SIGN OF A
**BETTER
BUSINESS**