



Fast Locksmith

Phone: 704-270-3897

Email: fastlocksmithnc@gmail.com

Mail: 8001 Alba Ct, Charlotte NC 28269

Customer Dispute Resolution Policy

At Fast Locksmith, we are committed to delivering exceptional locksmith services and ensuring our customers' complete satisfaction. We recognize that, on occasion, concerns may arise. Our goal is to address and resolve any disputes promptly, fairly, and amicably.

1. Immediate Reporting

Customers are encouraged to report any concerns or disputes as soon as possible via phone, email, or mail.

2. Acknowledgment of Dispute

We acknowledge all complaints within 24 hours and assign a dedicated representative to handle the issue.

3. Investigation Process

Our team investigates each case thoroughly, gathering necessary documentation and communication records.

4. Resolution Proposal

We offer fair solutions, which may include service corrections, refunds, credits, or formal apologies.

5. Customer Feedback and Agreement

We present our resolution and welcome customer input to ensure satisfaction before finalizing.

6. Implementation of Resolution

Once agreed upon, resolutions are implemented within 5 business days and confirmed with the customer.

7. Escalation Process

Unresolved disputes may be reviewed by management or mediated by a neutral third party upon request.

8. Documentation and Confidentiality

All records are kept confidential and used solely for quality assurance and training purposes.

9. Continuous Improvement

We regularly review and improve our dispute resolution process and provide staff training to uphold standards.

Your satisfaction is our priority. We are committed to handling disputes with professionalism and care.