



ALAMO LOT MAINTENANCE, INC.

GUARANTEE

The performance of sweeping services to the specifications and satisfaction of our customers is the number one consideration of Alamo Lot Maintenance. Therefore, Alamo Lot Maintenance guarantees that within (1/2) one half hour after receiving any complaint from a customer, that complaint will be rectified to the customer's Total satisfaction, without additional charge. This guarantee is subject to the following conditions only:

1. Alamo Lot Maintenance is not responsible for any service through this guarantee that is not specified in the sweeping Contract.
2. Sweeping services are performed at various frequencies to provide adequate but not excessive client coverage. Therefore the following schedule is placed as a limit on this guarantee:
 - a. Lots swept more than once per week have 24 hours from the time the services are performed to request extra service due to dissatisfaction.
 - b. Lots swept less than once per week have 48 hours from the time services are performed to request extra service due to dissatisfaction

In all other regards this guarantee is unconditional and unlimited and has as it's intent the Total satisfaction of our customers with our services.

George A. Craig
Owner, Alamo Lot Maintenance