



Client Bill of Rights

At **Dedicated Developers**, we greatly appreciate your patronage. We offer the best in a wide variety of Web and Mobile App Development. We pledge to continually deliver industry-leading customer satisfaction and service.

You have a right ...

- ☒ To have us attend to the details of each issue, question, and request you have. We pledge to **get the job done right the first time**.
- ☒ To receive individual attention and dedication. We will respond to you promptly, courteously, and efficiently. We **guarantee to respond to you within 12 hours, no matter what time or day of the week** (including weekends and holidays).
- ☒ To know the status of your projects and tasks, no matter what time of day or night. We pledge to provide secure access to **updates and status reports** via our interactive project management system, **available 24/7**, and to **communicate the progress regularly**.
- ☒ To receive the **best value in web and mobile development** services in return for placing your trust and business with us. We pledge to explain all of the costs up front so there are **no hidden fees or unexpected costs later on**.
- ☒ To expect and demand **complete satisfaction** from the development services you receive from us. We pledge to deliver exemplary service, **on-time and within your budget**.
- ☒ To understand every aspect of our business policies and support procedures. We pledge to make it easy for you to **communicate with our developers via**

our interactive project management system, skype, or by phone, and to answer any questions you may have.

- ☑ To know that if you ever want to discuss the big picture of your company you always have **direct access to the project managers** in India and the US, who have extensive experience and are there to help you at any time.
- ☑ To get answers to your questions in PLAIN ENGLISH. We pledge to recommend options for accomplishing your objectives and will **answer your questions in terms you can understand**.
- ☑ To expect us to lead the way in fostering and implementing innovation and creativity in our services through an **unyielding commitment** to provide the best web and mobile app development possible. We pledge to provide exceptional development to you and will provide the **best technical talent** to manage your projects and surpass your service expectations.
- ☑ To expect us to sustain the **highest levels of personal accountability**, professional commitment, and employee empowerment in every interaction you have with us. We pledge to treat you with the utmost levels of courtesy, responsiveness, integrity, and respect, and to work with you to ensure that your relationship with us is a pleasant and cooperative one.

A large part of our business comes from referrals from happy, satisfied clients. We want you to recommend us, and we know that you will only do this if you are happy with the services we provide. That is why we work so hard to go above and beyond the call of duty. The establishment of our **Client Bill of Rights**, along with our continual and substantial investment in people, processes, and technology clearly demonstrates our commitment to our clients.

