

WE HAVE BEEN A BBB ACCREDITED BUSINESS SINCE 4/3/1986

From the **Better Business Bureau** website:

“BBB has determined that Heritage Building Systems meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints.” **A+**

Heritage Building Systems affirms that it meets and will abide by the following standards of BBB Accreditation:

- **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.

When considering complaint information, please take into account the company’s size and the volume of its transactions. It is important to understand that the nature of past complaints and firm’s responses to them are often more important than the number of complaints.

The Better Business Bureau has processed a total of 4 complaints about Heritage Building Systems in the last 36 months, which is the standard reporting period.

 *In the past 36 months, Heritage has sold more than 2,300 buildings.*
Four complaints equals 99.8% customer satisfaction!

See full details at <http://go.bbb.org/1Q018Ax>

Call **800.643.5555** with questions.



www.heritagebuildings.com

STEEL BUILDINGS, BUILT TO LAST

