



Serruriers Greene Locksmiths Inc.
200-5456 Westminster Ave,
Montreal, Quebec
Canada H4X 2A5
Phone: 514-484-0284
info@greenelocksmiths.com
www.greenelocksmiths.com

Emergency Service Disclaimer:

During the hours of **8:00 AM -7:00PM** all week, **everyone** is eligible for emergency or convenience service which falls either **during our regular business hours**(rush appointment) or outside of our regular business hours(emergency service). Please be advised that the labour portion alone is subject to a rate 1.5 to 2 times our regular day rates. Based on availability, we can schedule work in advance during these emergency hours, or for an actual emergency at the time it occurs. For next business day service at regular day rates, call us, or email us.

Greene Locksmith's emergency service between the hours of **7:00PM to 8:00AM** is offered **only to our established account customers** or those who have high security locks installed by us. Any new caller is invited to leave us a less urgent message for a next business day call back. In order to maintain a premium service for our large customer base both residential and commercial, we have to limit our emergency service to our own clientele. During these hours, account clients who find themselves in a position where they can not secure themselves for the night, will be prompted to leave a message and this message will be dispatched to the locksmith on duty. It is the locksmith on duty who will return the call requesting further details. Before sending a locksmith, the on duty technician will confirm that the caller is actually an account holder and if so, will begin taking down all the details of the event and he will determine the time he has availability to do the job. Account customers, whose issues are determined to be non-urgent by the locksmith on duty, would be better off waiting until regular service hours and will be given a next business day call back to schedule regular service. In many cases, the job is better suited for a regular service call and at regular service rates.

Policy on Return-on-warranty” During Emergency Hours:

Account customers requesting a return-on-warranty during emergency hours will be assessed for urgency and will be processed accordingly. Return-on-warranty repairs will be dispatched if and only if the customer is in fact under warranty, and that the emergency service requested actually involves the specific lock under said warranty and if the client is unable to secure for the night. The return on warranty service will most likely fall on the next business day.