YOUR **APPLIANCES** SHOULDN'T MAKE IT HARDER TO **GET STUFF DONE** AROUND THE HOUSE.

Christian Bawden (yes, he's **the** Chris) has worked in the appliance repair business for several years – having serviced business and residential customers throughout eastern Iowa and western Illinois.

In 2022, he decided to go into business for himself, focusing on homeowners, renters, and property managers in **the greater Quad Cities region**.

That's why he started **CHRIS'LL FIXIT!**

WHAT YOU CAN EXPECT

We believe that **a friendly face**, **affordable rates**, and **a fresh approach to customer service** that focuses on giving customers the opportunity to make **informed maintenance decisions** about their appliances makes all the difference in the world.

For Chris, this approach has helped his business grow nearly 200% in less than 24 months. We are now adding more techicians and services to our "toolbox" in an effort to make our customers' lives around their homes and offices more livable.

But **our focus on personal service lives on**.

IT'S EASY TO CONNECT

Getting the help and advice you need is only a call, text message or email away. You can **reach us** by calling 563-241-5030 between 7am and 7pm, any day of the week.

You can also reach us by email (**chris@chrisllfixit.com**) or by using the contact form at **chrisllfixit.com.**

STAY IN TOUCH VIA EMAIL/TEXT

We keep our customers informed via email or text messaging. To make sure we keep in touch with you, please **make sure you add us to your contact lists** (so we don't get caught in your spam filter).

WE **MAKE IT EASY** TO GET STUFF **FIXED.**

REACH OUT AND WE'LL COME RUNNING

When you **contact Chris'll Fixit** – either by phone, email or text – a technician will contact you **within 48 hours** to conduct a **diagnostic screening call**.

While we strive to make that first contact call within two business days of receiving your service request, the occassional weekend and holiday may make that difficult.

Those **calls can happen over the phone or in-person**, but either way, the purpose is the same. We want to hear from you as to what's wrong with your appliance and what expectations you might have for its repair.

AFFORDABLE RATES WORTH EVERY PENNY

Sometimes, **an in-person diagnostic screening call** is required to make sure we order the proper part for a repair. **The cost for that service is $100.***

Typically, the Chris'll Fixit Tech will take a closer look at your appliance (he may take it apart to identify parts needed for a repair), ask some questions about how it's used and maintained, and then **review his diagnosis with you and discuss your options.**

The good news is that i**f the problem can be fixed** during that diagnostic screening call, **you only pay the $100 diagnostic/service fee** plus any parts and/or materials.

MORE THAN JUST AN ESTIMATE

If an on-site fix isn't possible then and there, **the Chris'll Fixit Technician will prepare an estimate** for a repair.

Our estimates are more than just a price quote scribbled down on a sheet of paper. We will **explain the estimate** and **review your options** with you to make sure you are fully informed.

If you like the recommended plan, we can **schedule a repair service call** right there!

FOLLOW-UP ENSURES SATISFACTION

Your **long-term satisfaction is very important.** That's why all of our direct-service (non-warranty) customers receive a **survey card** after each repair is completed.

We want to check in to **see how things are going** and **what we can do better** the next time we come and see you. Survey cards are usually sent out **2-3 weeks after** each repair is completed.