

Better Business Council

MANATEE CHAMBER OF COMMERCE

THIS IS TO CERTIFY THAT BY FORMALLY AGREEING TO
FOLLOW THE BETTER BUSINESS COUNCIL'S CODE OF ETHICS

Pet Express Concierge

Has been accepted as a Member in Good Standing of the
Better Business Council of the Manatee Chamber of Commerce.

This 7th day of August 20 07.

Better Business Council
Code of Ethics

- Adhere to truth and integrity in advertising and all business and customer transactions;
- Respond promptly to any complaint with all effort towards reaching a fair and reasonable settlement for all parties;
- When all reasonable effort has been made to resolve disputes, submit to mediation with the "Citizen's Dispute Settlement Program";

- Support and comply with the policies, procedures, and guidelines of both the Council and the Chamber;
- Respond to periodic requests for confirmation and/or updates of information when requested by the Better Business Council;
- Notify the Better Business Council of any change in ownership of business or other information on original application form.

Signed

Nancy Martin

Chairperson