



# THE SOUTHWEST OIL SERVICE PROMISE

## **WE ANTICIPATE YOUR NEEDS AND EXCEED YOUR EXPECTATIONS.**

Southwest Oil is committed to servicing our customers efficiently, on time, and in a manner that exceeds expectations.

## **WE APPROACH EVERY SERVICE WITH PASSION AND PURPOSE.**

Our goal is to create an environment in which our customers are aware of just how important they are and how dedicated our drivers are to our mission.

## **WE BUILD STRONG RELATIONSHIPS BASED ON TRUST AND RESPECT.**

Southwest Oil is dedicated to YOU--the customer. We aspire to build and maintain meaningful relationships by taking the time to get to know you and your needs.

## **WE FOCUS ON THE LITTLE EXTRAS THAT MAKE A BIG DIFFERENCE.**

We know it's the little things that add up to a lot. From dedicated account representatives, to live customer service agents answering the phones, we're determined to make each experience the best experience possible.

## **WE MAKE YOUR PEACE OF MIND OUR BUSINESS.**

We want environmental compliance to be the last thing on your mind--because it's the first thing on ours. We are licensed and registered with state and federal agencies so you know your waste is being handled responsibly.

## **OUR PROMISE**

We know you have options when it comes to your used oil. Southwest Oil is so confident in our service that we won't require you to sign a contract to stay with us. We know you'll stay for the service we provide. If you notify us of a shortcoming in accordance with our Service Promise and we fail to correct it to your satisfaction, you are not required to stay with us.

We perform or you don't have to stay.

