



Safe Step Bill of Rights

Our Promise

At Safe Step, we believe everybody deserves independence, dignity, and peace of mind. Aging in place should mean living safely, comfortably, and confidently in the home you love. This Bill of Rights is our pledge to treat every customer with honesty, respect, and care—because you deserve nothing less.

1. Customer First

From the very first call, you are more than a prospect—you are a valued member of the Safe Step family. Whether or not you purchase, you will be treated with dignity, patience, and respect.

2. Ownership & Control

Your home is your sanctuary. We will only enter with your permission and will leave the moment you ask. You are always in charge, and our team is there to serve you—not the other way around.

3. Respect for All Decision Makers

We respect the voices of all homeowners and family members involved. We will never agree to quote a project without all owners and relevant parties present, so that everyone is fully informed, comfortable, and confident in the choices being made. This ensures that everyone knows what to expect and that the decisions are clear, transparent, and respected.

4. Fair & Transparent Pricing

You have the right to a fair, consistent price. Our pricing will never change based on age, income, home value, or personal circumstance. Every customer receives the same honest, transparent offer.

5. Safety & Trust

You deserve to feel secure in your home. Only trained professionals of proven integrity will visit. They will arrive on time, dressed professionally, and conduct themselves with honor, kindness, and respect.

6. Reliability & Punctuality

Your time matters. Appointments and installations will begin and end on time whenever possible. If unavoidable delays arise, you will be informed immediately by a trained Safe Step employee—not a third-party call center.

7. Time & Care

Your project deserves the attention it takes to be done right. We will never rush, cut corners, or pressure you into decisions. From the first consultation to installation, we allocate the time necessary for your peace of mind.

8. Professional Quality

Your home deserves expert workmanship. Safe Step installers are highly trained, fully insured, and compliant with all regulations and safety standards. We are committed to delivering lasting quality you can trust.

9. Privacy & Protection

Your personal and financial information will be safeguarded. We will use industry-best security practices and never share or sell your information. Your privacy is part of our promise.

10. Lifetime Commitment

We stand behind our products and services for life. If an issue arises, Safe Step will be there to make it right—not just today, but for as long as you own your home.