

Medallion Maintenance FAQ

1. Business hours

Our team is available Mon–Fri, 9:00 AM–5:00 PM. For weekend requests, we offer limited service hours — please call or email to confirm availability.

2. Phone & fastest contact

Contact us at **240-222-8577**. For the fastest service, you can fill a request form (Best contact) or email general requests to **services@medallionmaintenance.com**

3. Commercial clients

Commercial inquiries and estimate requests: email **commclt@medallionmaintenance.com** for the quickest response.

4. Requesting an estimate

If you would like to request a quote, please submit your request. At the top left of our website, you will find a drop-down menu labeled "Request Forms." Fill out the form that best suits your needs. You can also email any photos along with a brief description to **services@medallionmaintenance.com** or use our online estimate request form. We will respond within 48 business hours.

5. Emergency requests

If this is an emergency (water, major safety issue, etc.) due to work completed by a medallion maintenance technician, please text **240-222-8577** and state "Emergency" so we can prioritize your request.

6. Scheduling & availability

We'll confirm available dates and times within 1-5 business days of your request. Preferred dates/times are subject to technician availability.

7. Pricing

Service pricing varies by job type. For larger projects there are a few steps before an estimate is provided. We provide estimates to all clients.

8. Payment methods

We accept credit/debit cards, and online payments. Payment is due before services commence.

9. Cancellation policy

Please give at least 24-48 hours' notice to cancel or reschedule. Missed appointments without notice may incur a fee.

10. Workmanship warranty

We stand behind our work. Many services include a workmanship warranty — check your invoice or ask your technician for details.

11. Supplies & materials

We supply standard cleaning products and tools. For installations or specialty materials (paint, flooring, etc.), let us know if you'll supply materials or want us to include them in the estimate.

12. Access & building rules

Please ensure our technicians have safe access to the work area at the scheduled time. For buildings with special access rules, please provide entry instructions in advance.

13. COVID/health precautions

We follow basic health & safety protocols. If anyone at the property is sick or under quarantine, please reschedule and notify us before the appointment.

14. Still need help?

If you don't see your question answered, email medallionmaintenancelc@gmail.com or call 240-222-8577 and we'll be happy to assist.