

The background of the entire page is a top-down view of three glasses filled with amber-colored whiskey. Each glass contains several large, clear ice cubes and a fresh green sprig of rosemary. The glasses are arranged in a triangular pattern, with one in the top right, one in the top left, and one in the bottom center. A dark purple rectangular box is centered over the middle glass, containing the text.

MYSTERY SHOPPER RULES
& GUIDELINES

Please Review

THE HART EXPERIENCE

THEHARTEXPERIENCE.COM
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(602) 717-3271

MYSTERY SHOPPER RULES & GUIDELINES

1. I agree to perform all shops to the best of my ability.
2. I agree to perform all shops with honesty and integrity.
3. I agree to submit all reports within 24 hours.
4. I agree to honor all confidentiality agreements.
5. I agree to give immediate notice to the shopping company if I cannot perform a shop for any reason.
6. I agree to return follow-up calls or e-mails promptly.
7. I agree to keep paperwork and notes for at least 30 days in case questions arise from the client.
8. I will not perform a shop unless I have thoroughly read each question on the blank shop report and the requirements provided by the shopping provider.
9. I will not falsify or misrepresent reports.
10. I will not ask or encourage anyone to break confidentiality agreements with other firms for whom I conduct mystery shopping assignments.
11. I will not use the media to publish complaints or information against shop companies or shoppers.
12. I will not share information with others on company shops.
13. I will not share information with others on shopping fees and reimbursements for specific clients.

Please continue on the next page:



MYSTERY SHOPPER RULES & GUIDELINES

14. I will not share the results of a shop with others to protect the client's confidentiality.
15. I will not perform any shops under the influence of illegal drugs, or prescription drugs that might impair my abilities.
16. I agree not to become inebriated or drink beyond the legal limits outlined in my state or perform any other activity that may cause harm to others or myself while mystery shopping.
17. I will not contact a client directly without the approval of the shopping company.
18. I will not disrupt the normal business flow of an operation in the process of performing a shop (causing a scene).
19. I will not announce myself as a mystery shopper to the business being shopped unless given specific instructions by the shopping company to do so.
20. I will not accept a mystery shopping assignment for a business for which my family, friends or I work for.
21. I will not list any shopping company I work for as an "employee" on any forms (especially unemployment forms) I am hired strictly as an independent contractor for The Hart Experience.

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to an independent contracting position, I understand that false or misleading information may result in me not receiving additional shops.

Signature

Date