

By accepting this award, you commit to reviewing the guidelines posted on the BBB's website within thirty (30) days of each future Awards for Excellence event and agree to comply with these guidelines within forty-five (45) days of the respective event. If you do not agree to these terms, please return your award, cease all mentions of it, and stop using the logo immediately.

You must follow these guidelines:

- Whenever you advertise or acknowledge your award, you must specify the year (2025) you received it. Adjacent to the logo, you must also indicate the year of the award. If you have won the award in multiple years, you may list those years.
- You may only advertise your award within the 18-county BBB service area, except on your company website.
- You may not claim to be the "best" in customer service, ethics, or any other business category.
- The term "endorse" is prohibited; however, you may use the word "congratulations."
- You must specify whether the corporate office or a franchisee won the award. The award is only applicable to the entity and name listed on the application and does not extend to any affiliated companies.
- You are no longer permitted to use the logo with the wreath/branches, even if you indicate the year. You can only utilize the logo in the manner outlined in the materials provided regarding this award.
- You may use the logo only as long as you maintain your accredited status and remain in good standing with the Houston BBB. If you lose your accredited status or are not in good standing, you must immediately stop using the logo across platforms, including removal from your website, advertisements, commercials, billboards, social media, signage, and vehicles. Membership or accreditation with another BBB branch does not grant you the right to use the logo.

For any questions regarding advertising rules, please do not hesitate to contact Leah Napoliello at lnapoliello@bbbhou.org or 713-341-6179.

For marketing inquiries, reach out to Jordan Rzaad (jrzad@bbbhou.org, 713-341-6156).

Thank you for taking the time to apply for the 2025 BBB Awards for Excellence. We look forward to honoring you again at the future awards luncheon!