



## REMODELING PROCESS

### PRE-PROJECT PLANNING

- ✓ The estimator visits your home to discuss the project options and get preliminary measurements.
- ✓ A formal written proposal is given, typically within one week of the visit.
- ✓ The estimator and/or designer can meet with you to present the quote, design concept and drawing.

### ACCEPTING THE PROPOSAL

- ✓ When you are satisfied with the proposal, you can submit a signed copy of the proposal to the office, along with down payment.
- ✓ Final selections are made at our showroom and/or recommended showrooms.
- ✓ The proposal is revised to include final selections.
- ✓ Our lead carpenter will visit your home to take final measurements.

### THE PROJECT

- ✓ Materials are ordered by the designer and expeditor.
- ✓ As materials arrive, they are inspected for accuracy and quality.
- ✓ You will be contacted to finalize a start date.
- ✓ Details of the project can be discussed at this time and homeowner is given a checklist and rough timeline of the project.
- ✓ On the first day of the project, the technicians arrive on-site, after a brief meeting at our office.
- ✓ Our technicians proceed with the project on consecutive business days or as scheduled with you; debris is removed from the site daily.
- ✓ Our lead carpenter and/or designer are on-site regularly to ensure the progress of the project. They are also available by cell phone to answer any questions.

### COMPLETION

- ✓ A walk-through is scheduled to view the finished project and verify that any loose ends are tied up. An invoice is presented and final balance collected at this time.
- ✓ A satisfaction survey is also given, providing you with an opportunity to give us any feedback on the project and our staff. We strongly encourage the you to respond to the survey with complete honesty as it allows us to improve our service.
- ✓ You will also be rewarded for online reviews and referrals.
- ✓ Our remodeling projects are warranted for two years and we encourage the homeowner to call with any questions or concerns.