

What should I expect?

REPLACEMENT PROJECT

✓ **Meet with the estimator to discuss the project.**

It is imperative that all decision-makers are available for the initial appointment. This is where project information is gathered. Input from all decision-makers is critical at this point. The estimator will want to know about material preferences, colors, budget, project timeline, etc.

✓ **Receive an estimate.**

This may not be on the same day. Based on the scope of the project, it may take time to research material availability or other key factors prior to offering a price.

****NOTE: Not all projects will be quoted.**

✓ **Material and color selections updated.**

✓ **Estimate approved.**

✓ **Material ordered.**

✓ **Production scheduled with the homeowner.**

✓ **Material Delivered.**

✓ **Production teams arrive.** Our teams could arrive as early as 7 AM on the days of production. Based on the project type, it could be very loud.

Note: the production teams have on-site supervisors. Our estimator will likely not be on-site during production. Our production manager will be interacting with the teams, but he may not be on-site. If you have any concerns during your project, contact the office directly.

✓ **Project Completed**

✓ **All project-related materials and debris are removed**

✓ **An invoice will be sent.**

✓ **Customer pays via an emailed link or advises other payment intentions.**

✓ **Customer provides feedback on their experience.**

REPAIR PROJECT

✓ **Pay the repair evaluation fee.**

This fee enables an estimator and truck to be dispatched to evaluate concerns for each repair area.

✓ **Meet with the estimator.** Typically, the estimator will need at least 30 minutes to evaluate the concern. This could include looking into your attic or other areas where water has intruded or damage has occurred.

✓ **Receive an estimate.**

✓ **Approve the repairs.**

Based on the size/type of repair required, it may be possible to complete the repair on the same day.

✓ **Repair activities scheduled.**

✓ **Repair activities completed.**

✓ **All project-related debris is removed from the work area.**

✓ **An invoice will be sent.**

✓ **Customer pays via an emailed link or advises other payment intentions.**

✓ **Customer provides feedback on their experience.**

