

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**

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**

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