

## INSTALLATION PROCESS:

The following is a brief overview of the process we go through for our installation services:

-First contact- We receive a phone call from you or an email from our website with a request for an estimate. If it is a phone call, all pertinent information will be taken: name, phone number, jobsite address, mailing address, fax or email address, your best times or days of availability for an estimate, type of project you are interested in, etc. If you request an estimate through this website, our online order form will prompt you through the needed information fields.

-Second contact: One of our estimators will contact you to set up an onsite appointment to review the job. We will generally contact you within 48 hours depending on our work load and what day you call (calls taken on Friday afternoons or Saturdays may not be attended to until the following week.)

-The onsite estimate: Our estimator will come out at the appointed time to the site to meet with you to review with you your fence style choice (we will bring brochures), the layout, any particulars for the job, gate sizes and locations and discuss obstacles that may be present such as trees, shrubs or concrete. Our estimator will take measurements based on the review and take photos of the jobsite. If you do not have a style or material in mind, our estimators can suggest something that will suit your yard and your needs.

-Figuring the cost: The estimator brings all of the information from the onsite estimate back to the office and inputs all of that information to our estimating software program to figure out the cost of the job. The software system we used was designed specifically for the fence industry to write proposals. The proposals we produce are clear, clean, professional, accurate and feature a layout drawing so that a birds eye view of the scope of the job can be seen by the homeowner. Most of our jobs are priced based on materials used and a cost per post labor rate.

-Sending the estimate: Once the estimate is figured out and checked over, we will send it to you via your preferred method (mailed, by a PDF attached on an email, faxed, etc.) and call you to let you know the estimate has been sent and to answer any questions you may have.

-The decision: If you decide to have us do your project, thank you and congratulations! You made an excellent choice and went with the best! We ask that you send us a signed copy of the proposal (mailed, faxed or emailed) and a copy of your property survey. A deposit of 50% is standard. The deposit can be paid by check, cash or credit card. If you decide to finance your project through Wells Fargo or GE Money, no deposit is required.

-The lead time: There will be a lead time between the time you sign up with us and the time we come to install your job. Depending on the season and the amount of work on

our queue, the lead time varies. During this time we will build or order your materials, call the **UNDERGROUND UTILITIES** for **MARKOUTS**- This is a state law and is a standard, safe operating procedure for if we are to be digging on the jobsite. During the lead time is also the time to obtain the necessary **PERMITS**- it is the responsibility of the homeowner to get their own permits. If you elect to have us obtain permits for you, we ask that you initial the box on the proposal indicating that you wish us to get your permits. Our permit application fee is \$150.00 plus the cost of the permit fee from your local municipality. If you are attempting to have something installed that does not meet local code and a variance is required, all variance procedures are to be handled by the homeowner.

If we are working on a project with other contractors (home builders, pool companies, masons, landscapers, etc.), we will use the lead time to coordinate your install day with the other contractors so that your job is installed at the optimal point during the overall project's timeline.

The week prior to your install day, you will receive a call from our office to coordinate your installation day. We normally set up our schedules on Mondays and Tuesdays. We will work with your schedule to set up a day that you can be there on the morning we begin installation.

-Installation day: Our crews hit the road from our shop in Dennisville between 7:30 and 8:00 am. We usually get to jobsites between 8:00 and 9:00am depending how far the job is from our site. Even if it is for a 15 minute review with the foreman, we feel it is important that you be there to walk the crew through the job, show any peculiarities or particulars about the job and to show where electric and water hookups are as well. We also like the homeowner there as we commence the job so that you can answer questions our installers may have about your preferences for the installation, and so that the installer can ask you questions about any preferences you may have. If you must leave during the installation, we ask that you give our foreman a phone number where you can be contacted incase any questions or issues arise during the day. Throughout the day and until your project is complete, our crews will work diligently and skillfully to ensure that your expectations are met.

-Enjoy: Relax and enjoy your fence, deck or railings! Our expert workmanship and top quality materials will allow you and your family to enjoy your own little outdoor oasis for years to come! Any outstanding balances for the job are due upon job completion.