

What to expect when you work with us

Thanks for considering us for your project. Here is how we work, how payments go, and what we need from you, so there are no surprises along the way.

How the process works

- 1. Ballpark range first.** We give you a price range early, so you know if we're a fit before anyone's time is spent.
- 2. In-person visit.** We come out, measure, and talk through materials and details with you.
- 3. Exact price.** After the visit, you get a firm price for the scope we agreed on. Quotes are good for 7 days.
- 4. Signed contract.** Scope, materials, price, start date, and payment schedule, all in writing.
- 5. Schedule.** Once the first payment clears, we lock your spot on the calendar.

Changes and delays

Change orders are written, approved by you, and paid before any extra work begins.

Weather and delays can shift dates, especially for exterior work in Colorado. If anything moves, we'll tell you right away.

If you need to cancel

Cancel within Colorado's 3-business-day window: no fee. After that, a fee of \$150 or 5% of the contract, whichever is less, covers scheduling and reserved crew time.

How we'll communicate

You'll have one point of contact, regular updates while the job is underway, and everything important confirmed in writing.

Finishing up

Before your final payment (the last 50% on smaller jobs, the last 10% on larger ones), we do a **final walkthrough** with you and complete any **punch list** items together.

Your signed contract controls and contains the full terms. Colorado law gives you the right to cancel certain home-solicitation sales within three business days; the details are in your contract.

Payment schedule

UNDER \$5,000 OR 1 DAY

To schedule	50%
At completion	50%

OVER \$5,000 OR 4+ DAYS

To schedule	50%
Start / materials	25%
At 3/4 mark	15%
At completion	10%

Milestone dates are written into your contract. **Labor-only installs** (you supply the materials) are paid in full before we arrive.

Your first payment covers your materials. We order them once it clears and your 3-business-day cancellation window has passed. This keeps your project and your money protected.

Preferred payment methods: cashier's check; ACH or wire transfer (ideal for larger projects); or credit card with a 4% processing fee and a separate card authorization form. Personal checks are not accepted for deposits. Payment details are provided with your contract.

What we need from you

- Access to the work area on scheduled days
- Decisions on materials and details made on time
- A clear work area (furniture, vehicles, personal items moved)
- Pets kept safely away from the crew and work area

Warranty

One-year warranty on our labor. Materials carry the manufacturer's warranties.