

# Quality & Warranty Policy

## Our Quality Standards

### Workmanship Commitment:

- All work performed with care and attention to detail
- Clean, professional finish on all completed projects
- Work area cleaned and organized upon completion
- Before and after photos available upon request

### Professional Standards:

- Experienced team members with tool and safety training
- Proper use of customer-provided materials
- Respectful treatment of customer property
- Professional appearance and conduct

## Completion Guarantee

### Completion Guarantee Protection:

- **Completion Guarantee Add-On:** \$65 per job ensures we return within 3 days to finish or fix any issues at no additional charge
- **Subscription Members:** Completion guarantee included FREE with all membership levels (Homeowner, Home Advantage, Home Complete)
- **Without guarantee:** Return visits subject to minimum \$85 service call fee

### What's Covered:

- Incomplete work due to time constraints
- Minor adjustments needed after completion
- Issues discovered within 3 days of job completion
- Quality concerns with our workmanship

### What's NOT Covered:

- Damage from customer-provided defective materials
- Normal wear and tear

- Weather-related damage after completion
- Changes in customer preferences after job completion
- New requests beyond original scope of work

## **Standard Warranty**

### **48-Hour Basic Warranty:**

- All jobs include basic 48-hour warranty on workmanship
- Covers only major defects in installation or execution
- Return visits for warranty claims subject to service call fees (unless guarantee purchased)

## **Quality Assurance Process**

### **During Work:**

- Regular progress updates and communication
- Customer approval for any changes or discovered issues
- Clear explanation of work being performed
- Professional conduct and respect for property

### **Upon Completion:**

- Final walkthrough with customer
- Explanation of completed work and any maintenance recommendations
- Customer sign-off on completed work
- Contact information for any follow-up needs

## **Issue Resolution Process**

### **For Guaranteed Jobs:**

1. Contact us within 3 days of completion
2. We'll schedule return visit within 3 days at no charge
3. Work completed to satisfaction
4. Follow-up to ensure quality

### **For Non-Guaranteed Jobs:**

1. Contact us within 48 hours of completion

2. \$85 service call fee for assessment and return work
3. Additional work charged at standard rates
4. Customer approval required for any additional charges

## **Subscription Member Benefits**

### **All Membership Levels Include:**

- FREE completion guarantee on every job (normally \$65 value)
- Extended 7-day contact window for issues
- Priority response for any concerns
- No service call fees for guarantee claims

### **Membership Value:**

- **Homeowner Members:** Save \$65 per job with free guarantee
- **Home Advantage Members:** Free guarantee + 5% service discount + quick booking
- **Home Complete Members:** Free guarantee + 10% service discount + quick booking

## **Contact for Issues**

### **How to Report Concerns:**

- Call or text us immediately with specific details
- Photo documentation helpful when possible
- Provide job date, contractor name, and description of issue
- We respond to all concerns within 48 hours

**Our Commitment:** Your satisfaction is our priority. We stand behind our work and will make it right.