



License# CBC1255285

Pre-Installation Prep for Homeowners

Thank you for choosing Dream Doors and Windows to replace your windows and/or doors! We appreciate the trust you have placed in us to enter your home and install your newly purchased investment. In preparation for your new windows and/or doors, please review the following items in order to ensure installation day goes as smoothly as possible.

WHAT YOU CAN EXPECT

Arrival and Departure Times

Our installation crew typically arrives between 8:00am and 10:00am on the day of install and will work until the job is completed or there is no longer adequate daylight. In some instances we will schedule an afternoon installation as needed.

Our Process

When we arrive at your home, our crew lead will introduce himself to you. The crew lead will survey the job and decide which area is best to start in if you have a request as to where you would like them to start, please let us know and we will do our best to accommodate your request. Please understand that this is a work area and things can often times get loud and messy. When the job is complete, we will typically shopvac the work areas to leave them as clean as possible. If you have any questions during the installation, don't be afraid to ask our crew chief or contact the office for questions.

The Work Area

Our crew will be working both inside and outside of your home. When inside of your home, they will need 2-3 feet of space in front of each opening. Please keep in mind that when removing the old window, there may be wind or debris entering the home through the opening. Please make sure to remove any items such as papers, frames, computers, from that area that you do not want damaged. When on the outside of your home, we occasionally need to work in areas that have been landscaped or planted with bushes. Prior to installation, please evaluate those areas and remove any plants and shrubs that may be stepped on. We do our best to stay off these areas and keep in mind the work you have put into planting. We are not responsible for any damage to plants or landscaped areas.

Window Treatments

Please remove all window and door treatments, shades, curtains, and blinds from your windows prior to our installation team arriving. Please keep in mind that we are not responsible for any damage if not removed prior to installation. We also do not guarantee that all treatments will be able to be re-installed after window or door installation. If window or door area is not clear of treatments \$25 per opening will be added for removal of said treatments to the final invoice.

Potential Drywall and Stucco Damage/Existing Damage

When removing older building products, particularly with aluminum or steel windows, there may be minor damage to the plaster/drywall/stucco upon removal (this is normal). Although we do our best to prevent this from happening, sometimes it is inevitable. If this does occur, we will do our best to repair any minor damage the same day. In some cases, additional repairs may be needed by a third party and such damages will not be repaired or covered by Dream Doors & Windows. If there is mold, water damage, rotted wood or stucco issues found after the window is removed, we will notify you of such issues and discuss repair costs or solutions to rectify the problem.

Alarm Systems

If your home has an alarm system, it is the responsibility of the homeowner to contact the alarm company and notify them of the date of your new window installation. The alarm company is responsible for the re-connection of your system. The alarm company is also responsible for the removal of the sensors in addition to the reconnection.

Animals

If you are a proud pet owner, we would appreciate your help in keeping an eye on them and keeping them away from any work areas as much as possible. This is both for your animal's safety and our crew's safety.

How Long Will It Take?

Installation will depend on the number of windows and doors you have selected to have replaced and the weather. If it will take more than one day, we will inform you of this when scheduling the installation. If the installation takes more than one day, we do not leave any openings in your home overnight.

Completion & Payment

Please plan on being home when the installation is complete. Final payment is due at completion of project, not completion of final inspection. Progressive payments may be required before final completion based on the units that are fully installed. If there's a manufacturing defect found during installation, we will notify the manufacturer and order a replacement. Balance is still due. Please review our work and feel free to ask questions on how to operate and clean your new windows and doors! Upon review, please sign our job completion certificate and give all remaining final payments to our crew lead. If you have any concerns, do not hesitate to call the office. Dream Doors & Windows reserves the right to stop work and/or place a lien on any property where payments are not being made in full. Any delinquent account will cause credit to be suspended and a 1.5% monthly delinquent charge to be added to any unpaid balance. Enjoy your new windows and doors, and the energy savings that are soon to come.

Day of Inspection

Inspections are scheduled and coordinated via Dream Doors & Windows according to the availability for the county you live in. You will be required to be home on the day of inspection. The day of inspection will be determined and planned. Unfortunately in most cases the time the inspector comes out is out of our control. Most inspectors do not stipulate times and give a time-frame between 8AM-5PM. If you miss a scheduled inspection, you may be held liable for the re-inspection fee and you will have to be made available for the reinspection. For your convenience and ours, please make yourself available on inspection day.

HOA Approval

If your community has a home owners association that requires you to notify them and/or get approval for this project, it is the responsibility of the homeowner to submit and sign the proper paperwork required by the HOA. If your HOA requires any additional information or paperwork from DD&W, we will gladly assist in providing what is required.

Quality Control Call

It is a privilege for our family at Dream Doors and Windows to complete your replacement project in the sanctity of your home. In continued dedication to this experience, we at Dream Doors and Windows are committed to the pursuit of product and service excellence. In a few days, you may be receiving communication from our Quality Control Team. This will ensure that our experience together fulfills our commitment to you with the highest standards in the industry. Our standard is to do our best to fulfill your vision timely, specifically, and with care and excellence. Thank you again for your business.

Homeowner Signature: _____ Date: _____