

Customer Care Program

Initial
Here

| | | |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| How We Address Both Your Safety And Ours... | <p><i>Safety comes first! Here is what we do to protect you and your home...</i></p> <ul style="list-style-type: none"> ◆ Design a safety action plan. Please notify us at project start of any special concerns that you may have including children, pets etc. ◆ Comply with OSHA safety regulations. ◆ Keep the work site clean and organized. | |
| Landscaping And Shrub Protection Efforts... | <p><i>We understand that landscaping and shrubbery are expensive and precious. Here's what we do to protect them...</i></p> <ul style="list-style-type: none"> ◆ Ask you if there are any special or delicate plant or shrubs. ◆ Protect all landscaping, trees and shrubs that are in the direct path of falling debris or materials. | |
| Superior Clean-up Program... | <p><i>One of the most important aspects of our services is keeping your home clean during the project. Here is how we strive to do this every day...</i></p> <ul style="list-style-type: none"> ◆ Clean you site during the day and at the end of the day. ◆ Clean your lawn and site with our magnetic nail-finder to reduce the chance of nails left in your lawn. ◆ Keep our tools and materials neatly organized and out of the way. ◆ Clean up and remove all job related debris including any salvage material (siding, gutters and/or downspouts and awnings). All salvage material becomes the property of Global Builders. | |
| Suggestions to Ensure a Problem Free Project... | <p><i>Please Take Preventative Action Inside Your Home...</i></p> <ul style="list-style-type: none"> ◆ Check, and/or remove paintings, antiques, photos, mirrors, etc. from walls, as these may incur damage if they fall due vibration during construction. Any damages caused by vibrations, i.e. falling pictures or light fixtures, small cracks or nail pops in drywall, etc. are not the liability of Global Builders. ◆ Cover any and all items in the attic that may get dirty or damaged during the construction project as some debris may fall on them during roofing/siding. ◆ If we may be of assistance to you with any of the above, please let us know, and we will be happy to assist with any reasonable request. | |
| Conditions Beyond Our Control... | <p><i>Please be aware that despite our best efforts the following may occur during projects, and are not the responsibility of the contractor.</i></p> <ul style="list-style-type: none"> ◆ <i>Existing structural problems</i> such as loose or cracked plaster and drywall, sagging rafters, nail-pops, bowed walls, previously rotted or damaged siding materials, etc. ◆ <i>Any unforeseen roof decking that may be rotten or in need of replacement.</i> This will be an out of pocket expense to the homeowner. Despite our best attempts to reach you, we can not stop construction if we are unable to reach you. It is \$45 for each piece of plywood that is removed and replaced with new. ◆ <i>Scheduling difficulties...</i> We do our best to stay on schedule, but mother-nature and other emergencies can lead to delays. We will do our best to limit delays. ◆ <i>Damage of any kind, caused by any third party service provider,</i> such as dumpster companies or material suppliers is not the liability of Global Builders. | |
| Weather Conditions of Shingle | <p>It takes time for shingles to seal depending on variations such as the slope of the roof, its orientation and the amount of sun/heat exposure that the shingles receive. Therefore in colder conditions, the shingle may curl up due to cold weather. This condition should slowly be eliminated within a few weeks as the sun exposure will seal the shingles properly.</p> | |
| Help Us Help You... | <p><i>If there are any concerns, or ways for us to make this project less of an intrusion, please let us know, and we will address them as soon as possible. Thank You.</i></p> | |

By signing below I acknowledge that I have read and understand the details of the Global Builders Customer Care Program.

Print Name

Signature

Date