



	Contractor X	Mr. Fussy	What you need to consider
Provided a detailed inspection:			
Certified inspectors		x	Our inspectors have 30+ years of experience and are manufacturer certified
Inspected roof, from the roof		x	If you don't get on the roof, how do you know how to fix it?
Inspected attic		x	Often a source of problems
Inspected ventilation		x	Poor ventilation is a leading cause of leaks, and it voids warranties!
Provided a detailed scope of work		x	Know EXACTLY what you're buying
Customer service:			
Listens and addresses all of your concerns		x	If they don't take the time to listen, will they take the time to do the job right?
Takes the time to educate		x	Educated customers make better decisions (and better customers)!
Multiple points of contact		x	Communication is critical, always be able to reach someone
References:			
Provides customer references		x	Both job and professional references
Provides 3rd party references (e.g., Angie's List)		x	Unfiltered, unbiased references
Customer protection:			
Liability insurance		x	Protect your home at all times - ask for a certificate
Worker's comp insurance		x	There are certificates for this to - ask us!
Certified installer		x	Trained installers make for expert installers
Written labor warranty		x	In writing - nothing verbal
Written product warranty		x	Get a copy for your records
Offers extended warranties		x	Warranty backed by manufacturers
Company history and size:			
10+ year track record		x	Company's without a track record mean warranties without protection
Installs 150+ roofs a year		x	A necessity to pay for the right insurance
Employees or subs		x	Ask to see our payroll record
Cost versus value		x	Cost is not a reflection of value - there's safety in diligence and quality