



# WHAT TO EXPECT

**CUSTOMER NAME** \_\_\_\_\_

**CUSTOMER ID** \_\_\_\_\_

**CUSTOMER ADDRESS** \_\_\_\_\_

**CITY, STATE, ZIP** \_\_\_\_\_

We want to make sure your experience with Bone Dry Masonry is the best possible. Use this list to best prepare for the upcoming project; it will help things run smoothly and set expectations that will keep everyone feeling good.

- VARIATIONS EXIST IN NEW MASONRY** Brick, stone, block, and other masonry units will be selected and signed off by you, the customer, prior to materials being ordered or the project begun (as applicable). Due to age, weathering, product discontinuation and clay product variability, new masonry material will not be identical to original masonry. Bone Dry's quote furnishes locally sourced, in-stock material; however, during the material selection, out-of-state-sourced and or non-stock material can be purchased at an additional cost if you prefer.
- CLEAR THE DRIVEWAY** During the extent of the project, our production team may need your driveway for materials or equipment. This keeps the street clear and workers safe.
- COMMUNICATION** We'll create a text thread the morning the project start that includes the cell numbers of the production supervisor, upper management and you. The supervisor will use this to keep you updated along the way.
- PROTECTION** We'll come with a standard supply of tarps, cloths and plywood to protect the work area. But if you have special areas of concern, let us know, or feel free to remove freestanding items away from the work zone to prevent damage.
- PARDON OUR DUST** Dust and debris are a normal part of the masonry world, and we do our best to clean up. Please understand that we might not get it all. If there are areas that require additional covering - let your supervisor know in advance.
- CLOSE THE CHIMNEY** Regarding any masonry work to the chimney, we ask that you close the flue/damper and close the fireplace doors if you have them. This all helps prevent dust/debris from making its way into your home. Let us know in advance if you need help with this.
- SECURE THE FRAGILE THINGS** Sometimes the noise and vibrations common to masonry will jiggle objects. Kindly remove and store away items from the mantle or pictures from nearby walls to prevent them from falling or suffering damage.
- UTILITY ACCESS** We will need access to electrical outlets for our hand tools, and a water spigot for our mortar/concrete. Please let us know in advance of the start date if these are not accessible.
- CLEAR A PATH** If our masonry project includes the inside of your home, we ask that you please move furniture and belongings at least 5 feet from the work area, and leave a clear path to and from the work area.
- SATELLITE NEWS** We will re-install your satellite dish (if applicable) but it is up to you, the homeowner, to recalibrate it.
- WRAPPING IT UP** Please inspect the completed work with the project supervisor when the job is finished. This allows you to ask questions and for us to address any concerns that are raised, while our crew is still on site. Once you agree that the project is complete in accordance with the signed quote, payment will be expected at the completion of each phase.

**Please sign below to indicate you have read and agree to the points listed above.**

All credit card payments are assessed with a standard technology fee.

**CUSTOMER SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_