



# WHAT TO EXPECT

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

**CUSTOMER ADDRESS** \_\_\_\_\_ **CITY, STATE, ZIP** \_\_\_\_\_

We want to make sure your experience with Bone Dry Roofing is the best it can be. The following list will help you prepare for your upcoming project. If you have any questions, please call 877-BONEDRY.

- MATERIALS:** Your shingles will arrive the day before or day-of installation. The materials will take up the amount of space a car would. Please let us know in advance if there is a side of your driveway or other location you'd like the material placed.
- START-UP:** Installation will start around daylight. If this doesn't work for you, please let us know a more suitable time in advance.
- DAMAGE PREVENTION:** We will protect your property with plywood against windows and tarps over shrubs, decks and flowers. If there are additional areas you'd like us to cover, let us know ahead of time.
- ATTIC DEBRIS:** The removal and installation of shingles and attic vents will create dust and debris in your attic. Protect your attic and its contents in advance, or let us know if you'll need help doing so, several days in advance.
- GUTTER SCREENS:** Gutter screens will not look the same if re-used. Some manufacturers require homeowners to use their installers to remove/re-install their product to keep the warranty intact. Please discuss this with your job supervisor or our office before the installation date.
- PLUGGING IN:** We will need access to electrical sockets for our equipment, including saws and blowers. This will enable us to keep the worksite clean.
- SKY FALL:** If you are receiving a new skylight, know that debris/dust may fall into your house. Covering items below the area of the skylight will help you protect your belongings/furnishings.
- SKYLIGHT LIMITS:** Unless contracted otherwise, Bone Dry's price does not include interior trim work associated with installing new skylights.
- FRAGILE THINGS:** Our work may create vibrations, which can impact cathedral ceilings, shelves, and wall hangings. We do everything we can to prevent this, but nail pops and other drywall/plaster damage may occur for which we cannot take responsibility. If you have a cathedral ceiling, please alert the job supervisor the morning of installation.
- HOA APPROVALS:** Please ensure in advance of installation that the shingle you have selected is approved by you Home Owners Association (if applicable).
- DISH NEWS:** Bone Dry Roofing will replace your satellite dish upon completion of the roof, but it is the homeowner's responsibility to recalibrate it.
- REVIEW THE WORK:** Please plan to inspect your roof with the job supervisor when the job is complete. This will allow you to ask questions and will allow us to address your concerns while the crew is still on site.
- PAYMENT:** Payment is due in full upon completion of each phase/trade performed.

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** \_\_\_\_\_