



Quoted Work Tips

INTERIOR

- If your job requires the services of a contractor (electrician, gasfitter/HVAC), or tasks to be performed outside of the Crown Chimney scope of work, it is your responsibility to ensure that the work is completed *BEFORE* our arrival. **Photos to document completed services will be required before our crew dispatches.* A tentative install date will be provided but failure to be prepared for our arrival will involve rescheduling the quoted work. **Should work not in fact be performed as required when our crew arrives, a \$500 lost-time fee and the rescheduling of the quoted work will be imposed.** Address any questions with your Crown Chimney technician.
- Should you request to have your project performed in multiple visits due to delays not associated with Crown Chimney, you will incur a return-trip fee in the amount of \$250 per trip.
- Be mindful that each stone/slab/hearth pad is a unique work of art. Granite and natural materials quarried from the earth will feature shade variations, veins, unique markings and colors.
- Ensure the work is accessible; we require approximately 5' - 6' of clear space around the appliance for our equipment.
- Remove fragile or precious items from the area near the appliance.
- The homeowner, or designee aged 18 years or older with the authority to sign off on the completion of services must be present.
- Coordinate an appointment with your plumbing and heating company to have your furnace or boiler tuned immediately following the installation of your new liner to ensure optimal

EXTERIOR

- Exterior jobs are scheduled from mid-April to late-October as they require reasonably dry weather conditions and mild temperatures. IF Mother Nature does not cooperate, your appointment will be rescheduled.
- We will do our very best to match brick/block when rebuilding or repairing chimneys but please be aware that due to the natural fluctuations and colors in the new materials, you will notice a difference in the appearance between the old and new brick/block.
- If repointing is done on a selected area of the chimney, you will notice a difference in the appearance between the old and new mortar.
- Keep us apprised of any new home improvements (performed after our initial quote) that could affect our setup and work conditions prior to our arrival – examples include, but are not limited to, a new roof or new solar panels.
- We will need outdoor access to running water and electricity.
- Close windows and doors to minimize dust entering your home.
- OSHA guidelines and company policy dictate the well-being of our crews. Safety protocol is practiced on all jobs which will include the use of anchors on rooftops to safely harness personnel. Alternative access by use of a lift or scaffolding is available at an additional cost.

PLEASE:

- Secure your pets and children.
- Provide a clear path.
- Note that post-quote fees imposed by other businesses could be passed on.
- Payment is due upon completion of service(s). We accept all major credit cards and personal/bank checks. Cash (exact amount only) may also be used.
- The Crown Chimney office is closed on major holidays and on days the SAU 15 Superintendent announces a delay or cancellation in area public schools. Management has the discretion to reschedule appointments due to wind/snow/rain weather advisories, storms and situations that could impact the safety of our crews.