


# Contractor Standards Guide

We don't accept less than the best

And neither should you

**TRUGUARD**  
Roofing Windows Siding Gutters



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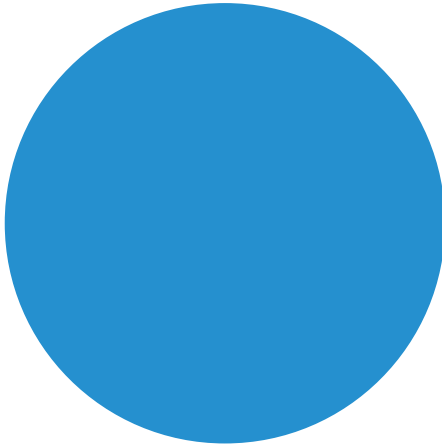
Common Red Flags

Conclusion

# Making the ***RIGHT*** choice

The decision to renovate your home is daunting. There will be unforeseen challenges throughout the process, no matter how well you plan. But, you can certainly do yourself a favor by taking the time to properly vet and choose your contractor. Finding the right contractor for your job is the essential foundation that will set your project up for success.

Choosing the right contractor is the **most important** decision you will make during your renovation



The number one, most important, aspect of my job is customer satisfaction. That's why my continual goal is to grow a company where every single employee is accountable to our customers. From the products we carry to the services we offer and everything in between, we want to provide the very best service end-to-end, no exceptions. And, we want you to be equipped with the information you need to choose a qualified contractor. We hope you find this resource helpful as you begin the search.



Lucas Wilson  
President, TruGuard

# STABILITY



You need to make sure that any contractor you do business with has proven themselves in the past and will be there if you need them in the future. Don't just ask the contractor if they are stable; look for tangible proof of longevity and stability by researching proof of establishment, business licenses, manufacturer relationships and insurance.

*"Our last renovation was a mess. We chose the first contractor that came to our house because the price was great. But, we were burned when he stopped showing up halfway through our project. We knew better this time around and actually made an effort to research TruGuard's background before choosing them. We're so happy with the decision! They went above and beyond, a stark contrast to our previous contractor!"*

*- Thomas R. Fort Mill*

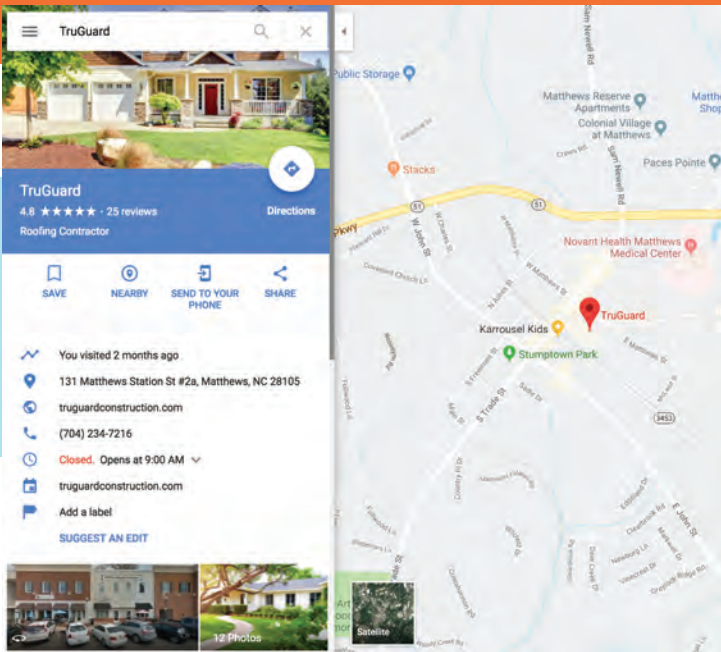




## LOOK FOR: **PROOF OF ESTABLISHMENT**

Believe it or not, many contractors use a pickup truck for an office and a showroom. Make sure that any contractor

you're dealing with is substantial enough to have a real office with all of the normal business functions--accounting, production, sales, etc. If a contractor does not have an office, that's a red flag.



## Look them up on Google

In order to be listed on Google maps, a contractor has to verify their address via a mailed postcard from Google. Take a close look, though, to ensure the business location is not someone's house.

## Other signs of legitimacy

- + Professional vehicles and job site signs
- + Updated website and recent reviews
- + Professional dress & appearance
- + Team members with individual roles





## LOOK FOR: BUSINESS LICENSES

Business stability comes in many forms. The first step to determining stability is to ensure you're working with a state-licensed General Contractor. It's very easy to set up

a business and provide the illusion of stability without a license. Obtaining and maintaining the proper licensing is much harder.

## WHY LICENSES ARE IMPORTANT

A general contractor is required to have a license if they conduct projects that exceed \$30,000. But, regardless of the project cost, having a license means:

- + The company has to carry insurance to protect its workers and you
- + The company is regularly audited to ensure financial responsibility and compliance

**ACORD** **CERTIFICATE OF LIABILITY INSURANCE**

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: **Hood Hargett & Associates, Inc.**  
P.O. Box 3817  
Charlotte, NC 28238

CONTACT: **Maria Thorne**  
PHONE: (704) 602-9524 FAX: (704) 374-9403  
EMAIL: **marta@hoodhargett.com**

INSURER(S): **Frankenmuth Mutual Insurance Company** 13995  
**Frankenmuth** 13995  
**Builders Mutual Insurance Company** 10844

INSURED: **TruGuard, LLC**  
131 Matthews Station St Ste 2A  
Matthews, NC 28105

COVERAGES: **CERTIFICATE NUMBER: REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

TYPE	TYPE OF INSURANCE	POLICY NUMBER	INSURANCE PERIOD	COVERAGE	LIMITS
A	COMMERCIAL GENERAL LIABILITY				
	CLAIMS-MADE				1,000,000
	SUITS				500,000
	ADVERTISING				5,000
	PERSONAL AND AUTO INULT				1,000,000
	GENERAL AGGREGATE				2,000,000
	PRODUCTS-COMPROMISED				2,000,000
B	AUTOMOBILE LIABILITY				
	OWNED				1,000,000
	HIRING				1,000,000
	NON-OWNED				1,000,000
	HIRING				1,000,000
	NON-OWNED				1,000,000
C	UMBRELLA LIAB				
	EXCESS				5,000,000
	CLAMS-MADE				5,000,000

License Year: **2018**

License No.: **75081**

**North Carolina**  
Licensing Board for General Contractors

This is to Certify That:  
**TruGuard, LLC**  
Matthew, NC

is duly registered and entitled to practice  
**General Contracting**  
Limitation: Unlimited  
Classification: Building

until  
December 31, 2018  
when this Certificate expires.  
Witness our hands and seal of the Board.  
Dated, Raleigh, N.C.  
March 8, 2018

*C. Hank Wisner*  
Chairman

*C. Hank Wisner*  
Secretary-Treasurer

This certificate may not be altered.



## LOOK FOR: **MANUFACTURER CONTRACTS**

When a construction company chooses to supply a manufacturer's products, there is a vetting process that takes

place. Manufacturers such as Owen's Corning or James Hardie have a reputation to uphold, so they want to ensure company's are in good financial standing. When they choose to move forward, the manufacturer or vendor will provide a letter of intent.

Some manufacturers have strict rules around who they will do business with. Owens Corning, for instance, regularly audits the work by inspecting actual roof installations completed by the company. This ensures that the workmanship is up to standards and the contractor is correctly installing the product.







# LOOK FOR: SUFFICIENT INSURANCE

You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will **carry**

**no less than \$500,000** and usually around \$1,000,000 of coverage. If your contractor's policy can't cover potential damages, you will have no legal recourse and will end up paying for any possible damages and injuries yourself.

ACORD		TRUGLLC-01		MTHORNE	
<b>CERTIFICATE OF LIABILITY INSURANCE</b>				DATE (MM/DD/YYYY) 05/04/2018	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.					
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).					
PRODUCER Hood Hargett & Associates, Inc. PO Box 30127 Charlotte, NC 28230		CONTACT <b>Marta Thorne</b> PHONE (A/C, No. Ext): (704) 602-9524 FAX (A/C, No.): (704) 374-9403 E-MAIL: marta@hoodhargett.com ADDRESS: marta@hoodhargett.com			
INSURED TruGuard, LLC 131 Matthews Station St Ste 2A Matthews, NC 28105		INSURER(S) AFFORDING COVERAGE INSURER A: <b>Frankenmuth Mutual Insurance Company</b> NAIC # 13986 INSURER B: <b>Frankenmuth</b> 13986 INSURER C: <b>Builders Mutual Insurance Company</b> 10844 INSURER D: INSURER E: INSURER F:			
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:	
(THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICIES INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.)					
INSURER	TYPE OF INSURANCE	ADDL. SURIN	POLICY NUMBER	POLICY EFF. DATE	POLICY EXP. DATE
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> RET. <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	X	CPP6262740	08/19/2017	08/19/2018
					LIMITS EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 500,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> Hired AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		BA6262740	08/19/2017	08/19/2018
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> RETENTION \$ 10,000		CPP6262740	08/19/2017	08/19/2018
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	WCP1034929	08/19/2017	08/19/2018
					LIMITS E.A. EACH ACCIDENT \$ 500,000 E.A. DISEASE - EA EMPLOYEE \$ 500,000 E.A. DISEASE - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)					
CERTIFICATE HOLDER		CANCELLATION			
Informational Purposes Only		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
		AUTHORIZED REPRESENTATIVE <i>Joe P. Jones</i>			

Do NOT deal with a contractor without sizable coverage, or you will foot the bill for the mistake.

We carry **5 million** in general liability coverage.

ACORD 25 (2016/03)

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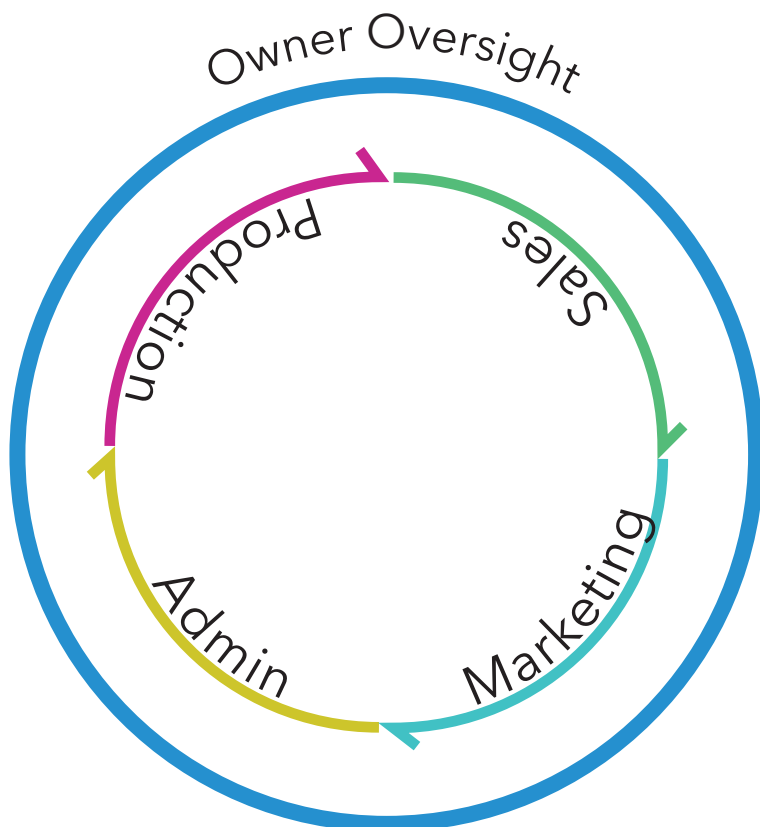
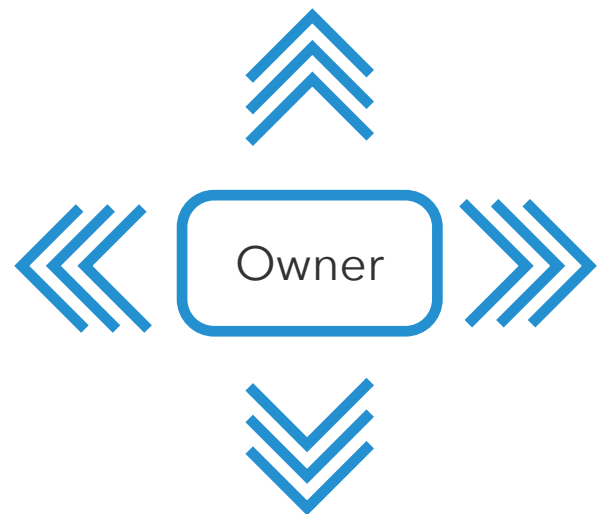
## LOOK FOR: **ACCOUNTABILITY**

There are many different organizational structures in the contracting world, and most of them result in the owner

spreading themselves too thin, and not paying attention to either the small details or big picture. Make sure your contractor has trained crews, a professional sales team, dedicated project managers, and an office staff.

### *Common Organizational Structure*

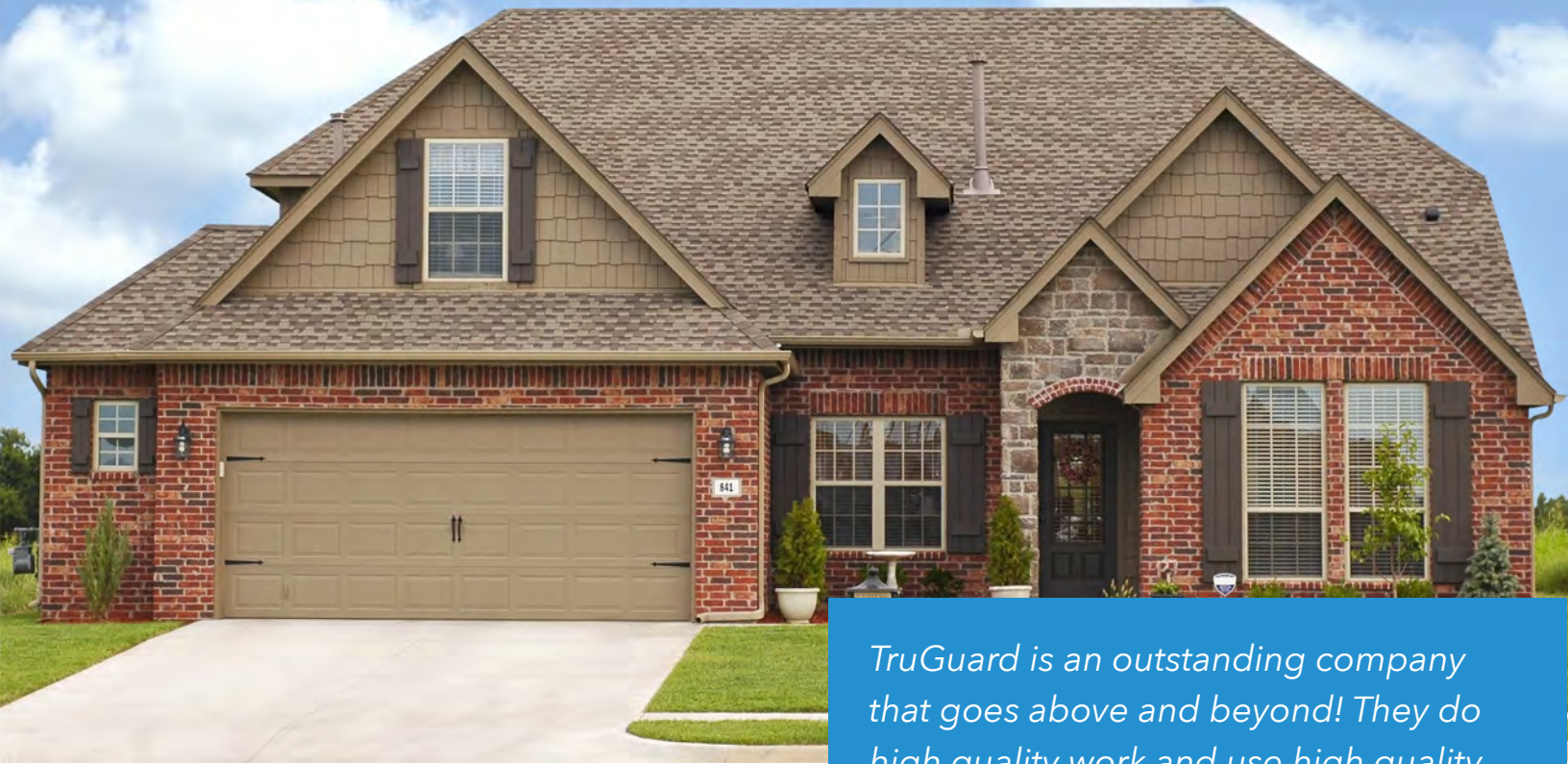
When an owner is the central, responsible force in a company, there is often insufficient oversight of vital business operations and breakdown in communication.



### *TruGuard's Structure*

In a matrix structure, all core business functions are in constant communication with one-another. The owner is responsible for operational oversight.

# REPUTATION



You can tell a great deal about a contractor based on what others are saying about them. Take reviews with a grain of salt, however. Remember that people who most commonly leave reviews fall on opposite ends of the spectrum between overly satisfied and completely unsatisfied with the service. Accolades and accreditations can help solidify your research.

*TruGuard is an outstanding company that goes above and beyond! They do high quality work and use high quality materials! Doing roofing in a whole new way! I can't say enough about the company! Bryan our salesman was great! The project manager Darryl was amazing and the supervisor Raul was wonderful and a hard worker along with his crew! I recommend this company and would use them again!!*

*- Kimberly 11/14/2017*



## LOOK FOR: **ACCREDITATION**

You need to go further than just checking a contractor's standing with the BBB. Remember, many contractors shut down and open

under new names year after year. So check to see how long they've been a member, and check to be sure the contractor is accredited by the BBB. This means that if complaints arise, the contractor agrees that the BBB's judgment is binding and must perform accordingly. Without this agreement, you may have no recourse.

*TruGuard is a BBB Accredited Business with an A+ rating at the time of this publication.*

The screenshot shows the BBB Accredited Business Profile for TruGuard. At the top, it indicates the location as Charlotte, NC, USA, and includes the BBB logo. A search bar asks "What are you looking for?". Below this, the profile title "BBB ACCREDITED BUSINESS PROFILE" and the business name "TruGuard" are displayed. A "Menu" button is visible. The "Business Information" section is highlighted with a green arrow. The "BBB Rating Scorecard" section shows the BBB Accredited Business logo and a large "A+" rating, with a green arrow pointing to it. The "Overview" section is also visible at the bottom.





LOOK FOR:  
**ACCOLADES**

If a contractor has been in business for any length of time- and doing a good job- they should be able to produce some awards. They should also be

able to produce proof of membership in professional organizations that require their members to follow a strict code of ethics and conduct.

BACKED BY

## NAMES YOU TRUST



**A+**  
RATING



**Google**  
Reviews ★★★★★



**charlotte**  
**CHAMBER**

**Matthews**  
**CHAMBER**

**TRUGUARD**  
Roofing Windows Siding Gutters



LOOK FOR:

## REVIEWS & REFERENCES

Online reviews are an excellent place to start when vetting the reputation of a contractor. Take some time to read positive and negative reviews from

multiple platforms. The number of reviews a company has is also telling. The more reviews, the less skewed the average rating. References are still a vital component to vetting a contractor's reputation. Apart from reviews, references will provide you with a direct one-on-one conversation with a previous customer.



## REVIEW PLATFORMS

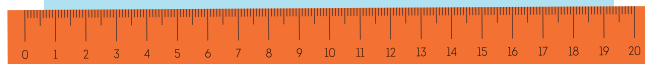
### Popular

Google  
Facebook  
Company Website  
BBB

### Industry Specific

GuildQuality  
Angie's List  
Home Advisor  
Manufacturer Websites

Don't forget to ask for a reference list. Do your due diligence and talk directly to former customers. It's amazing what you can learn from a quick conversation.



# PROFESSIONALISM



A good contractor doesn't just do good work. They also understand that when dealing with customers, it's oftentimes the little things that make a big difference. You should find a contractor that shows you respect by the way they treat you, the way they look, the way they treat your property, and how they pay attention to details. Check any contractor you're considering against these standards of professionalism.

*I can't say enough good things about TruGuard! Because we had multiple jobs, both interior and exterior spread over a couple of years, we were able to work with different crews and they were all great to work with; very professional, on-time, communicated issues in a timely manner, and kept work area clean. They weren't the cheapest, or the most expensive. We felt like we always got a fair price for the work performed and we trusted them to do a quality job. I would definitely recommend.*

*- Tricia 4/10/2018*





## LOOK FOR: DOCUMENTATION

It is very important that you get a clearly-written contract that spells out key work scope details. Make sure it clarifies

how your property will be protected and how and when the workers will enter your home or office. A complete proposal must include payment amounts and procedures. In remodeling, Change Orders may also occur on some projects. Make sure you understand what's included in the proposal and always require change orders be delivered in writing prior to authorizing any work.



131 Matthews Station St. Suite 2A,  
Matthews, NC 28105  
(704) 544-0455  
www.TruGuardConstruction.com  
"Tru To Our Word"

### PROPOSAL

Page 1 of 3

THIS PROPOSAL ("Agreement"), is made between TruGuard, LLC ("TruGuard"), a North Carolina limited liability company, located at 131 Matthews Station St. Suite 2A, Matthews, NC 28105 License Number 75081, and the following property owner, or general contractor (the "Customer"). Both TruGuard and the Customer together shall be referred to hereinafter as Parties, or individually as Party:

#### Customer Information

Customer Name: \_\_\_\_\_ (mobile) Date: 06/06/2018  
Indian Trail NC 28079 (mobile) Rep: Patrick Smith

The scope of work will be completed on the property of the Customer located at the following address ("Job Location")  
Indian Trail NC 28079

#### Job Specifications

TruGuard will provide all necessary materials and labor to complete the following work at the Job Location:

The following are provided for all job sites:

- ✓ Dedicated project manager for duration of the job
- ✓ BuilderTrend cloud based project management customer portal access
- ✓ OSHA Compliance for job site safety
- ✓ Protect landscape and property during installation
- ✓ Daily clean up of debris and construction materials
- ✓ Magnets used to remove roofing nails from yard and landscape
- ✓ Final walk-thru with project manager to ensure customer satisfaction



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"Tru To Our Word"

### PROPOSAL

Page 2 of 3

#### Custom Product

Item:	Roof Repair	Qty:
Description:	1 square of architectural shingles (color to match as close as possible) Estare Grey	1
Replace step and counter flashing		
Use ice and Water shield		
Fix Aluminum wrap of rake on right elevation (20ft)		
Total Price:		

#### Change to Scope of Work

TruGuard or the customer may make changes to the scope of work, including changes to drawings and specifications before, during, or after the acceptance of this Agreement. However, any such change or modification shall only be made by signed "Change Order" and shall become part of this Agreement upon acceptance by both parties.

I understand the change order process. (Customer Initials) \_\_\_\_\_

#### Unforeseen costs that could occur.

Additional cost could arise due to damaged wood or unforeseen circumstances not recognized at time of estimate. Any wood replacement will only be charged and repaired upon the homeowners approval. Homeowner understands that some damaged wood and rotten framing can only be evaluated after the existing material has been removed. We perform a thorough assessment during the estimate phase to minimize the unknown.

I understand the additional charges that could occur at time of installation. (Customer Initials) \_\_\_\_\_



## LOOK FOR: **PROPERTY PROTECTION**

The project site should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total project clean-up

should take place, including nail/ screw detection (with a specialized magnet) and removal of any hazardous materials in your house or yard. Make sure your contractor has a per-determined daily job site cleanup routine, and a more thorough cleanup routine upon completion of the job.



### 11 POINT JOBSITE CLEANUP ROSTER

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers

#### DAILY CLEANUP

1. Entire jobsite is to be patrolled and cleaned for trash, including:
  - Soda cans, drink bottles, cups, etc.
  - Food items, bags, containers, etc.
  - Miscellaneous trash
2. Small hand tools will be removed from the jobsite daily.
3. Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
4. Any materials that will be left on the jobsite will be neatly organized and stored.
5. Any hazardous materials will be either removed completely or tightly secured.
6. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
7. Work area will be patrolled to remove any nails, screws, and other sharp objects.
8. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
9. Work area will be left with adequate ventilation in the case of painting or other materials that cause fumes and/or odors.
10. Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped.
11. Work area will be swept with a push broom daily (where applicable).

#### AT THE CONCLUSION OF THE JOB

12. Entire work area and yard will be patrolled for trash, debris, materials, etc.
13. Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn.
14. Customer lawn will be restored to pre-job condition if damage has occurred as a result of job.
15. Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
16. Cleanup not complete until customer signs off on this document.

WORKER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

TruGuard follows a multi-step cleanup roster at the end of **EVERY SINGLE DAY**





## LOOK FOR: **WORKER CONDUCT**

This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a

job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All TruGuard employees follow a “Worker Conduct Agreement” to pledge that they will conduct themselves in a respectful and courteous manner.



### **WORKER CONDUCT COMPLIANCE AGREEMENT**

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers

#### **FOR ALL WORKERS**

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will not consume alcohol or drugs on the jobsite.
4. I will play any radios or music on the jobsite quietly.
5. I will keep my clothing neat and clean.
6. I will act in a professional and courteous manner.
7. I will respect the customer's telephones, bathrooms, parking spaces, etc.
8. I will strive to keep dirt and messes to a minimum.
9. I will put trash in the proper container and leave the jobsite clean at the end of each work day.
10. I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
11. I agree to keep a current license appropriate for my trade(s).

#### **FOR SUB-CONTRACTORS**

12. I agree to carry workers' compensation, accident insurance, or have a waiver form signed before work begins. I understand that my insurance must remain in effect for the duration for the job.
13. I agree to carry general liability insurance; or make special arrangements with the contractor before any work begins.
14. I agree to be responsible for my own taxes.
15. I agree to comply with any OSHA safety regulations for my trade.
16. I will communicate any changes to the agreed work schedule to the job supervisor before the original scheduled time.
17. I agree to warranty all work and materials supplied by me for one year, and perform any callbacks or warranty work within two weeks of the request.

**WORKER SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

Every employee of TruGuard signs a worker conduct agreement








LOOK FOR:  
**OVERSIGHT &  
MANAGEMENT**

Project manager's are a key component to the success of any remodeling job. Project manager's are responsible for overseeing

every job is completed to the standards and timeliness expected by the company. Without the proper oversight, job site standards, conduct and craftsmanship can quickly go down hill. A contractor is only as good as his/her workers. Having a competent project manager is the recipe for job success.



TruGuard's project managers are on every job site, every day. This ensures they can adequately oversee the work and ensure continual communication with the customer.



TruGuard project managers are responsible for:

- + Logistics and product fulfillment
- + Effective and efficient installation of product
- + Direct communication with the customer
- + Ensuring the customer is 100% satisfied with the work

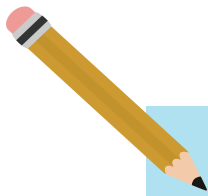


## LOOK FOR: **COMMUNICATION**

A major component of any contractor's job is to ensure accurate and timely communication with

customers. Without effective communication, a project can quickly derail. During your consultation, be sure to discuss the level of communication you will receive. Have the contractor describe the frequency, contents and delivery method of all communications you will receive.

## COMMUNICATION CHECKLIST



The company was easy to get ahold of to schedule the initial consultation



The company has effectively communicated the issues I am having



The company has a communication process that the team follows



The company provides a customer portal for daily status reports



Online reviews do not indicate signs of communication breakdowns



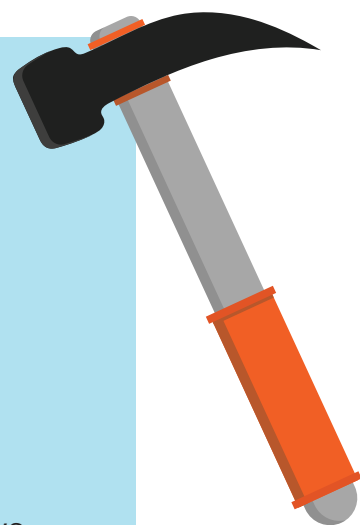
LOOK FOR:  
**ONGOING  
EDUCATION**

The construction industry is constantly changing. Continuing education is required to stay current with the latest product developments, product

availability, installation methods, and new technologies. More importantly, continuing education is necessary to comply with laws, remaining licensed or certified, and maintaining memberships in trade associations.

## TRUGUARD CONTINUING EDUCATION

OSHA Safety Training  
EPA RRP Certification Training  
Manufacturer Training for All Products  
Product Training  
Vendor Training  
Installation Reviews  
Ethics & Compliance Training  
Total Quality Inter-Departmental Reviews  
Customer Survey Optimizations  
Renovation Consultatant Training  
Project Manager Training  
Crew Member Training







LOOK FOR:  
**PAYMENT  
OPTIONS**

Reputable contractors offer several different forms of payment to give their customers financial flexibility. Whether you're able to pay cash or not, customers

often want to finance high ticket items allowing them to pay off their project over time. A large, established company will have financing available to all qualified customers.

## Smart Financing Options For Charlotte Homeowners

TruGuard offers stress-free financing options for homeowners throughout Charlotte. During a consultation, we can discuss with you our financing options designated to fit your specific project.

Our financing options cover work for roofing, windows, and siding and will help make the entire process easier. TruGuard's in-house financing options were designed with you in mind, which means we want your roofing project to go as smoothly as possible, including the expense.

Call us today at 1-704-544-0455 to further discuss details and stipulations of our financing options available in North Carolina and South Carolina.



**SERVICE FINANCE** COMPANY, LLC



# WARRANTY



Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. As you evaluate a contractor, ensure their standards are the highest in the industry. From product knowledge to proper installation, the last thing you want is poor work that results in damage down the road.

*TruGuard went above my expectations. Always early from the time of the estimate to showing up to get the work done. Every employee I dealt with was courteous and pleasant. The whole process was painless and I had an overall great experience.*

*- Adam 4/17/2018*





LOOK FOR:  
**WORKMANSHIP  
WARRANTY**

A workmanship warranty is one that's provided by the installation company, not the manufacturer. A company that has a

workmanship warranty wants to provide further protection of its customers and shows that they truly stand behind the work they perform. A workmanship warranty typically covers the labor portion of a project. Warranty terms vary greatly, so read through the warranty carefully.



CERTIFICATE OF  
**LIMITED LIFETIME  
WORKMANSHIP WARRANTY**

This certificate is provided on behalf of TruGuard, LLC to customers who enter into an agreement with TruGuard for roofing, window, siding or gutter installation services. Please refer to the warranty information provided to you for detailed information regarding coverage.

*Lucas R. Wilson*

**Lucas Wilson**  
President, TruGuard

**TRUGUARD**  
Roofing Windows Siding Gutters

**TRUGUARD**  
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## LOOK FOR: **PRODUCT WARRANTY**

A product warranty is one that's provided by the manufacturer. A contractor may work with a variety of manufacturers. Before you move

forward with a product, ask for a copy of the manufacturer warranty so you can see details about the coverage provided. Federal law requires that warranties be available for you to read before you buy.

### Warranty FAQ from the FTC

#### Written Warranties

Although not required by law, written warranties come with most major purchases. When comparing written warranties, keep the following in mind:

- **How long does the warranty last?** Check the warranty to see when it begins and when it expires, as well as any conditions that may void coverage.
- **Who do you contact to get warranty service?** It may be the seller or the manufacturer who provides you with service.
- **What will the company do if the product fails?** Read to see whether the company will repair the item, replace it, or refund your money.
- **What parts and repair problems are covered?** Check to see if any parts of the product or types of repair problems are excluded from coverage. For example, some warranties require you to pay for labor charges. Also, look for conditions that could prove expensive or inconvenient, such as a requirement that you ship a heavy object to a factory for service, or that you return the item in the original carton.
- **Does the warranty cover "consequential damages?"** Many warranties do not cover damages caused by the product, or your time and expense in getting the damage repaired. For example, if your freezer breaks and the food spoils, the company will not pay for the lost food.
- **Are there any conditions or limitations on the warranty?** Some warranties provide coverage only if you maintain or use the product as directed. For example, a warranty may cover only personal uses—as opposed to business uses—of the product. Make sure the warranty will meet your needs.

# COMMON RED FLAGS

Look for some of these telltale signs of contractors who shouldn't be trusted:


- + Main phone numbers that ring to cell phones
- + Main phone numbers that are never answered by receptionists
- + Trucks without signage on them
- + No business cards or company brochures
- + No company logo on work clothes/uniform
- + Few references available
- + Unresolved BBB complaints or no report at all
- + NO process to give you a clearly-written proposal or warranty
- + Prices that are unusually low compared to other bids
- + No website or very poor website
- + Ability to start on your job immediately—no backlog
- + Unwillingness to give any information

## *An Ounce of Prevention...*

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

# CONCLUSION

**Your due diligence can mean  
the difference between  
getting the work done and  
getting it done *correctly*.**



TruGuard specializes in roofing, windows, siding, gutters and doors. Our passion is to renovate existing exteriors with the most durable materials and high-quality craftsmanship to ensure your home is protected for many years to come.

**TRUGUARD**  
Roofing Windows Siding Gutters

**704-544-0455**

**TruGuardConstruction.com**