

M. Annis Home Enhancement Policies and Procedures

Please read carefully prior to hiring M. Annis Home Enhancement for work on your home

Our Mission is to deliver the highest quality service at a fair and honest price.

Request for an Estimate

Estimating is not an exact science. There are many unknown variables that come into play during the course of estimating a job. M. Annis estimators will price each job in the interest of the customer. The way we estimate is by evaluating each job by the following criteria:

1. What is a fair price for the customer to pay for high quality service?
2. What are the costs associated to delivering high quality service.
3. What are the risks involved with each job.
4. What are some of the known and unknown variables that may arise?
5. Will the company be able to meet the expectation of the particular customer?
6. What is the reasonable length of warranty for a specific assignment?

We believe in delivering consistent high quality work at a fair price. We do not believe in discounting or competing with contractors that deliver inferior service at inferior rates. We are here to develop long-term relationships with the customer.

M. Annis reserves the right to adjust the original estimate price 10% +/- after hire and while on the job for any unforeseen circumstances. Any additional amount needed above 10% will require authorization from the homeowner to complete the work. Authorization will come in the form of verbal or written confirmation either by text or email. All material and workmanship is guaranteed at the time of delivery and will be completed in a workmanlike manner according to standard industry practices. Any work additional required as the result of concealed conditions is not included. Any alteration from the estimate involving extra costs will be executed upon written, emailed or verbal orders, and will become an extra charge over and above the estimate. M. Annis reserves the right to adjust the start date due to unforeseen delays of any kind. We will make every effort to re-schedule the start date within a reasonable period of time. M. Annis reserves the right to hire sub contractors to complete work. The written, verbal, or emailed estimate is valid for 30 days from estimate origination date.

Customer will allow M. Annis estimator on to their property after requesting the free estimate after the initial phone call as reflected on the call date of the estimate form.

Customer agrees to have done their "due diligence" prior to hiring M. Annis for any work in or around the home. The company encourages the customer to research M. Annis and other companies before deciding to hire. We believe that each customer has the right to research other high quality, highly rated companies for their experience and input on estimated prices and delivery of service.

Estimate approval process will be accepted by phone, email, or text. Once approved M. Annis will schedule the service as weather and time permits.

Customer Cancellation policy M. Annis requires that all cancellations are made at least 48 hours in advance of scheduled service date. This policy does not apply to home repair, which requires a ten (10) day advanced notice.

Company re-scheduling policy M. Annis reserves the right to re-schedule or cancel any service at any time for any reason whatsoever without any recourse from the customer.

Window cleaning will be performed both inside and outside the customers' home. Dirty water will be allowed to be discharged down the customers' sink or toilet. Our technician's use, rags, ladders, squeegee, razor blade and water to clean the windows. Company cannot take responsibility for damage of aged windows, but will in its best efforts, clean the window properly. This includes but not limited to stained glass, jealousies, custom made windows, tinted windows, storm inserts or any other window requiring custom replacement. Any window or window frame older than 50 years in age will be considered an "antique" and will not be the responsibility of the company. Windows with oxidation staining cannot be removed unless they are replaced. Customer will responsible to leash or cage their pets during our service.

Gutter cleaning is done by hand and leaves are placed in plastic garbage bags and placed on property for the customer to dispose of. Company will not remove bags of leaves. Technicians will use ladders that will lean against the building and not the gutter. Due to the nature of gutter cleaning, occasionally leaves will drop on to the property and not into the bag. Customer understands that company will not return to clean leaves that may have dropped on property but will in it's best efforts attempt to bag all leaves and leave the property as they found it.

Pressure washing will be at the request of the customer. Company will not take responsibility for any stains resulting from the pressure washing process due to the age and condition of the home, but will in its best efforts, pressure wash the area requested in a professional manner following proper guidelines of manufacturers suggested techniques. We use low pressure whenever possible.

Snow removal (please request snow removal contract for details)

Roof cleaning will be done with the use of a pressure washer at low pressure and non-toxic roof cleaning chemicals (Material compounds to be provided upon request) . The roof will be sprayed with chemical and then rinsed. All shrubbery will be rinsed pre-and post cleaning to prevent any potential damage to plantings. All windows must be closed prior to arrival of company.

Drapery cleaning and upholstery cleaning will consist of using a certified On-site cleaning machine. Materials will consist of both dry cleaning chemicals and or water/detergent depending on application. Company cannot take responsibility for any pre-existing stains of any kind and will not guarantee that stains will be removed completely, but will in it's best efforts attempt to remove the stains and dirt by cleaning.

Repairs: Due to the nature of repair work, M. Annis cannot take responsibility, nor guarantee that the issue (pre-existing condition) that caused the need for repair will not persist even after a repair is completed, but will, in its best effort, attempt to remedy the problem by repair. Additional charges will apply in the event additional repairs are needed whether directly or indirectly related to the initial repair. A cost breakdown of each repair will not be provided beyond the initial written estimate. HIC #172559.

Painting will include one coat of paint provided by customer unless otherwise instructed by company. Any repairs under \$250.00 needed to complete the painting process will be

completed and submitted to customer in the final invoice without prior authorization from the customer. Any repairs over \$250.00 amount will require the homeowners' authorization and will be added to the estimated cost of the paint job. Disposal of materials by others.

Deposit is required to schedule repair work and will be non-refundable within 10 days of agreed start date. The deposit will be a minimum of 50% of the total repair cost.

Marketing materials. Customer agrees to allow the M. Annis estimator to leave marketing materials in their mailbox and in some cases in the form of a town conforming lawn sign on their front lawn between the free estimate and job completion period.

Company will not be held responsible for any pre-existing damage of any kind. Company will use its best efforts to improve any pre-existing condition at the customer's request, but customer understands that the condition may worsen as a result.

Customer is responsible for removing any obstructions to the work area, which will include but not be limited to: home furnishings, electronic equipment, documents, valuables, artwork and the like. Customer agrees to cage or leash all pets during the service call for the safety of the pets and servicemen. Customer will provide access to an electrical outlet and water supply that is in proper working condition and up to town and state building code. Customer is responsible to dispose of any debris or trash as a result of work performed at the property. All windows must be closed prior to our arrival. Customer will allow unrestricted access to the home on the scheduled date of service and until final invoice has been paid in full. This will include the use of the facilities by its employees if requested.

Disposal of all Materials is the responsibility of the homeowner.

Material Safety Data Information will be provided upon the customer's written request prior to the start of the work.

Guarantee of work will be honored only at the time of delivery of service. Customer must be home at the time services are rendered for the guarantee to be valid. Any claims made with regard to work completed must be made with the technician on-site and at the time of delivery of scheduled service. Some repair work may be warrantee'd for a period of no longer than 90 days and at the discretion of the company.

***Competitive price matching** will be offered to first time (new customers only) on a restricted basis. The new customer must submit, in writing either by fax, certified mail or email, a bona-fide competitive bid from a similarly A rated company licensed in the state of Massachusetts. M. Annis will reserve the right to match or beat the approved competitors price. The bid must contain an exact match of materials used and time of delivery of service. In the event M. Annis cannot match or beat the competitor's price, we will re-submit the new adjusted estimate for approval by the homeowner. The competitive bid must be submitted to the company at the time during the "estimate period" and prior to any work to be scheduled. Not to be combined with any other promotions.

Final Payment is due at time of service and in the form of cash or check. A 3% monthly fee may be added to the invoice after 30 days from original date of hire. Materials used on the job will be considered the property of M. Annis until final invoice has been paid.

Collection will begin after 60 days for unpaid balances. Customer will allow M. Annis to mail, email, call by phone or pick up final payment at the homeowners address to collect final payment. Customer agrees to allow a third party collection agency to collect any unpaid balance due the company.

Disputes are to be resolved by a third party Massachusetts's arbitrator selected by the company.

Background checks Customer will allow M. Annis to perform a background check in order to protect the company and it's employees.

Certificate of Insurance will be provided upon request.

References will be provided upon request.

Company structure is a Massachusetts Limited Liability Corporation under the name of M. Bogart LLC DBA M. Annis Home Enhancement.

I have read, understand and agree to the policies and procedures of M. Annis Home Enhancement.

Customer

Date _____

I have read, understand and agree to the policies and procedures.