



Our philosophy is to provide a fair and comprehensive quote for the entire job.

This is not common practice for quotes. It is especially true when you see install prices at the mega stores. For example, they advertise flooring "from \$ 1.89/square foot." That is NOT a comprehensive install price! (Add flooring pad, moving furniture and artwork, trim, baseboard, floor surface preparations, care to keep your home clean during the project, supply trips, etc.)

We make every effort to cover all aspects of the job in our quote. We work to meet our own high standards, so you get the best long-term value. That value is often recognized in a better resale price for your property. We do not want to come back to you with any surprises during or after the job.

If we have sub-contractors, we supervise them, plus we only collaborate with the best local craftsmen. You will have one person to oversee the project and only the best skilled tradesmen on site. So, if it appears to be higher than other quotes, let's go over it and compare apples to apples before you leap. Thanks for your consideration, Norton West.

What is in our quotes?

- We pass-on terms of our suppliers on special ordered items: If they require special order products: 100% paid in advance since we need to pay our supplier the same way. For small jobs, labor is due the day the work is completed.
- For jobs involving a week or more, we setup a calendar for the work schedule and a progressive payment schedule. These vary quite a bit depending on the type of job.
- For some jobs such as special order flooring or bathroom remodels, there are lead-times of several weeks for the products to arrive. We must make early financial commitments to our vendors in order to get the orders started so the same will be required of our client.
- If the **lead-time** is 6 weeks, we will need 60 to 80% of the job paid up-front in order to secure your products in a timely manner for our mutually agreed work schedule.
- If we agree on a Cost-Plus quote method, this will affect the progress payment schedule as well. Here is an example for discussion.

Hourly rates

Most of our work is quoted since you need certainty for the overall project cost; however, a reference sheet is attached so you can see our general pricing structure. It should be especially clear that joining a Home Repair Savings Plans is the best long term value for maintaining your home in tip-top condition. Please feel free to ask for more details (Please refer to our hourly rate sheet).

Quality Control

I spent eleven years doing quality assurance testing of software and doing implementation project management for accounting software. Quality control is a very high priority for us. You can expect Norton to pay a lot of attention to the details, the design, texture, color and durability of our work on your project.

Terms - Clear written estimates and quotes for your approval, convenient Intuit Online payments with any credit card or bank debit. (Sample invoice pay online feature below)

Pay This invoice Online - Quick. Easy. Free

Intuit PaymentNetwork is an online payment service that saves you time. This FREE and easy way to pay online is brought to you by Intuit (maker of TurboTax, Quicken and QuickBooks), a company that millions trust with their financial information.

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