

YOUR ROOFING CHECKLIST!



| | Contractor X | Reliance | What you need to consider |
|--|--------------|----------|---|
| Provided a detailed inspection: | | | |
| Certified inspectors | | x | Our inspectors have 30+ years of experience and are manufacturer certified |
| Inspected roof, from the roof | | x | If you don't get on the roof, how do you know how to fix it? |
| Inspected attic | | x | Often a source of problems |
| Inspected ventilation | | x | Poor ventilation is a leading cause of leaks, and it voids warranties! |
| Provided a detailed scope of work | | x | Know EXACTLY what you're buying |
| Customer service: | | | |
| Listens and addresses all of your concerns | | x | If they don't take the time to listen, will they take the time to do the job right? |
| Takes the time to educate | | x | Educated customers make better decisions (and better customers)! |
| Multiple points of contact | | x | Communication is critical, always be able to reach someone |
| References: | | | |
| Provides customer references | | x | Both job and professional references |
| Provides 3rd party references (e.g., Angie's List) | | x | Unfiltered, unbiased references |
| Customer protection: | | | |
| Liability insurance | | x | Protect your home at all times - ask for a certificate |
| Worker's comp insurance | | x | There are certificates for this to - ask us! |
| Certified installer | | x | Trained installers make for expert installers |
| Written labor warranty | | x | In writing - nothing verbal |
| Written product warranty | | x | Get a copy for your records |
| Offers extended warranties | | x | Warranty backed by manufacturers |
| Company history and size: | | | |
| 10+ year track record | | x | Company's without a track record mean warranties without protection |
| Installs 150+ roofs a year | | x | A necessity to pay for the right insurance |
| Employees or subs | | x | Ask to see our payroll record |
| Cost versus value | | x | Cost is not a reflection of value - there's safety in diligence and quality |