

Customer Journey

The following gives an outline of the customer process from the time of bid to the completion of the job.

1. Customer accepts bid
2. Meet to mark job, sign contract, & make deposit
3. Schedule tentative Installation date
4. Installation of product
5. Receive invoice
6. Final walkthrough & payment

Customer Expectations

❖ **Contacting Home Owners Association**

CUSTOMER is responsible for contacting their HoA prior to fence order and installation.

❖ **Contacting Neighbors**

CUSTOMER is responsible for making neighbors aware of construction on shared property lines.

❖ **Contacting Digrite**

CROWN accepts responsibility for contacting digrite before fence installation.

❖ **Building Permit**

All city and county codes will be followed. Permits will be pulled if needed, at the expense of CROWN.

❖ **Irrigation on Property**

CUSTOMER is responsible for marking sprinkler heads and/or contacting irrigation service. In the case of minor issues, CROWN will execute repairs. Main line and electric repairs will be the responsibility of the CUSTOMER.

❖ **Locating Survey Pins**

CROWN will attempt to locate survey pins before start of installation. If requested CROWN will assist in finding surveyor, at expense of CUSTOMER.

❖ **Site Preparation**

Any tall grass, brush, trees or landscaping must be removed or trimmed before installation. Any fencing or structures are to be removed prior to installation, unless previously agreed that CROWN would perform in bid. Additional fees will be incurred for any services stated not included in bid.

❖ **Site Clean-Up**

Any and all scrap material or trash will be removed within 24 hours of completion. All extra material after build is owned by CROWN, not the homeowner.

❖ **Property/Landscape Damage Control**

CROWN will communicate with customer about wet terrain and scheduling to build. If CROWN is responsible for damage to sod without prior agreement to work in such conditions, CROWN reserves the right to postpone building

❖ **Dirt Removal**

Post-installation, CROWN will spread remaining dirt along the perimeter of the fence or throughout the yard where allowed by homeowner. Excess dirt removal will be priced into final invoice.

❖ **Hard/Safe Digging Charges**

Rocks and or roots that prevent use of a mechanical auger for digging will incur a hard dig charge. Underground utilities requiring hand digging will incur a safe dig charge. In the circumstance of exceptionally rocky terrain, the installer will utilize a jackhammer, with rental fees being charged to CUSTOMER. As well as a hard dig charge. Hard and Safe dig charges are \$20 per hole.

❖ **Warranty**

Material is covered under the manufacturer warranty, that is dependent up the product. Ask CROWN for any specific details. Labor (posts, gates) is covered for 36 months. CROWN is not responsible for any dog escapees.

CUSTOMER SIGNATURE

DATE

CROWN FENCING SIGNATURE

DATE