



# A Homeowner's Guide to Buying Windows & Doors

What Every Homeowner Should Know About  
Windows & Doors *Before Hiring Any Window Contractor*

## If You're Thinking About Replacing Your Windows or Doors – Avoid These Problems When Replacing Them

How do you know what to look for when hiring a competent & reliable window and door contractor? People don't really know what to look for since most people replace them so infrequently.

### *What You'll Learn...*

1. **Choosing the Right Windows & Doors**
2. **2 Types of Contractors**
3. **2 Types of Installations –  
FACTS & PHOTOS**
4. **Workmanship & Follow-Through**
5. **Finish Work**
6. **Fair Pricing**
7. **References**
8. **Who Cleans Up**

The purpose of this guide is to help educate homeowners about 8 important issues in choosing a reliable contractor that will deliver the results you expect in window and door replacement.

All 8 of these issues tell you what to look for in expected results or in risks you will want to avoid. It gives you questions to ask and a comparison to the standards used at California Craftsman. After reading this guide, if you have any questions please feel free to call us at California Craftsman. We hope you find it useful.

# What Every Homeowner Should Know About Windows & Doors *Before* Hiring Any Window Contractor

## 1. Choosing the Right Windows & Doors – Avoid Confusion and Getting the Wrong Windows

### Ask the Contractor:

- **What choices and options for windows and doors do you offer?**
- **How do you help me choose the right ones for me?**

When it comes to selecting your windows, most people have some idea of what they want. However, even if you know, you may still have some questions or just be wondering how the costs compare. It's helpful to know there are 3 main types of windows – vinyl, fiberglass and wood. Each has their pros and cons. A comparison of main features of each is listed below to help you see how they stack up to each other.

Useful fact: Just about any reputable window & door dealer/contractor should carry a broad enough selection of the 3 types of windows to be able to provide you with reasonable options for nearly any need you may have.

Of course, picking the right windows and doors for your home is essential. **Do you really need hundreds of choices in window makers and models to make a good decision?** There are thousands of window and door manufacturers with tens of thousands of styles and

models to choose from. It's important that you look at the performance and warranty offered by the window manufacturer. Many of the “new kids on the block” have inferior performance and warranties. Quality/pricing category offer very similar features. Look and styling are also important considerations. At the end of it all, the most critical factors in choosing the right windows for you boils down to choosing the right quality/pricing category for your desires and budget... and then selecting the look and styling you want.

Once windows and doors are selected, choosing the right installation and getting it done correctly is THE most critical factor. The type of installation determines the fit, how they “feel” on your home, the watertight durability and lasting quality and the finished appearance you want for your home. It should be done with the professional, reliable service you expect.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"> <li>• <u>Useful fact:</u> Just about any reputable window &amp; door dealer/contractor should carry a deep enough selection of the 3 types of windows to be able to provide you with reasonable options for nearly any need you may have.</li> <li>• The #1 most important factor is proper INSTALLATION methods. Even expensive windows, when poorly installed, will not perform well and will cause you problems.</li> <li>• It's usually a good idea to get 2-3 quotes. Ask each contractor questions about their installation methods and the 6 other need to know areas listed here.</li> </ul>	<ul style="list-style-type: none"> <li>• We simplify window and door choices and satisfy a wide range of needs from a carefully selected “best of breed” product line up. Our product selection provides a broad range of choices in all 3 categories from 4 different manufacturers with 9 different types, looks, and styles. No matter what you're looking for, you can probably find exactly what you want from our complete line of carefully selected windows and doors.</li> <li>• First, we focus on taking the time to find out <i>exactly</i> what you want, then design options and a plan to meet your budget. Your installation will be done beautifully and done right – <u>GUARANTEED.</u></li> </ul>

## Type of Windows – Comparison

Feature	Vinyl	Fiberglass	Clad / Wood
<b>COLORS</b>	• 2 colors – white & tan	• 7 exterior colors available	• 19 exterior colors available
<b>COST</b>	• Least expensive	• Mid-level cost; approx 1.5x or more cost of vinyl	• Most expensive; approx 2x or more cost of vinyl
<b>MAIN ADVANTAGES</b>	<ul style="list-style-type: none"> <li>• Great “bang for your buck” for energy efficiency.</li> <li>• Affordable upgrade for many consumers</li> </ul>	<ul style="list-style-type: none"> <li>• Narrower frames = more light</li> <li>• Not the look of vinyl; more options</li> <li>• Paint-able</li> </ul>	<ul style="list-style-type: none"> <li>• Beauty and warmth of wood.</li> <li>• Paint-able or stain-able.</li> <li>• Options = wood species, hardware colors, screen material, etc.</li> </ul>

<b>MAIN DISADVANTAGES</b>	<ul style="list-style-type: none"> <li>• Some not all customers would like to have more color options.</li> </ul>	<ul style="list-style-type: none"> <li>• Fiberglass costs roughly 50% more than vinyl and isn't available in as many size and shapes.</li> </ul>	<ul style="list-style-type: none"> <li>• Beyond window cost the customer has the cost of finishing the interiors.</li> </ul>
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## 2. Two Types of Contractors – Avoid limited construction capability and extra costs

Ask the Contractor:

- [Are you a licensed General Contractor or a Glazing Contractor?](#)
- [Can I get a copy of your license?](#)

### Comparing Glazing Contractors and General Contractors

When replacing windows and doors, there are 2 types of contractors you should know about. They are “Glazing Contractors” and “General Contractors”. Their different licensing and capabilities are compared below. It’s estimated that about 20% of all window and door replacement jobs require a General Contractor and about 40% of all replacement door jobs contain dry rot and require a General Contractor for repair.

#### Glazing Contractor – a “C-17” License

- **License Status:** Licensed by the CA State Contractor Board with a “C-17” license.
- **Qualifications:** The “C-17” class of license means they can perform glazing i.e. glass, mirrors, shower doors etc. They are restricted from performing all other trades.
- **Work Capabilities:** A Glazing Contractor is not licensed to resize windows and doors to a larger size, if desired. A “Glazing Contractor” is also not licensed to make dry rot repairs if it’s discovered during the project. When this happens, the job comes to a halt to find a General Contractor to complete the dry rot work. This means you’ll have to find and hire an additional contractor (General Contractor) to perform the necessary repairs.

#### General Contractor – a “B” License

- **License Status:** Licensed by the CA State Contractor Board with a “B” license.
- **Qualifications:** The “B” class of license means they can perform residential construction structural or finish (carpentry). They are restricted from performing mechanical trades i.e. electrical, plumbing, HVAC, etc.
- **Work Capabilities:** A General Contractor is able to do any construction needed to get done what you want including moving or expanding doors, windows, etc. They also can make dry rot repairs immediately if discovered during the project. This allows progress on the job to keep moving even if dry rot work is required. With a General Contractor you won’t need to hire an additional contractor to do the work you want done.

#### The Industry Standard

- Most window replacement contractors are Glazing Contractors with a C-17 license. This limits the type of work they can perform.

#### California Craftsman Standard

- We are licensed General Contractors with years of finish carpenter experience. We’re able to do any construction needed to get what you want – move doors, resize windows, etc. There’s no need to hire another contractor to do the work you want done.
- If any repair work is required, we can get it done immediately & correctly without causing delays.

### 3. Two Types of Installation – Know the differences to make sure you get what you want

Ask the Contractor:

- **What type of installation do you recommend? Why?**
- **Are you able to do “cut-out” installations if that’s what I want?**
- **Does it cost more? How much more?**

**“Retrofit” Installation – What You Need to Know:**

- **“Retrofit” Installation:** Many companies can’t, won’t or don’t want to do cut-out installation. So, they actively work to sell “retrofit” only and try to diminish or even scare people away from cut-out installation. Retrofit is faster, cheaper and less skilled so they can move faster and make more money. A retrofit installation should cost you less money than cut-out installation.
- Retrofits are referred to as “lick & stick” windows by contractors because they can be installed in about one-half the time of a cut-out installation. The homeowner ends up with smaller windows, lower quality installation and the appearance on the exterior often ends up looking like “new windows stuck on an old house.”
- Window Size: Window size is about 2 inches smaller both horizontally and vertically. Retrofit window size is reduced because the new retrofit window is mounted inside the old existing window frame.
- Flashing for the Window: Retrofit window replacements do not replace the original window flashing, because the new window is mounted inside the old existing window frame. Flashing is the treated paper that surrounds your window to keep water out. Over time, the flashing ages and deteriorates. When leaks happen, normally it’s the paper flashing that fails due to age, not the window.
- Exterior Trim: Retrofit windows end up with more vinyl trim showing on the exterior. A 1½ inch wide Z-bar fin is required around the exterior of the window which adds an extra 3 inches wide vinyl trim on the outside both horizontally and vertically.

**“Cut-out” Installation – What You Need to Know:**

- **“Cut-out” Installation:** Cut-out installation provides you maximum window size for a lighter, brighter view with a finished product that *looks like an original window installation, NOT new windows stuck on an old house.* Cut-outs take more time and require a much higher degree of skill to do the highest quality jamb-encased installations.
- Cut-out windows are a higher quality installation that require more experienced labor and a General Contractor license to be able to install. You get larger windows, higher quality installation and the preferred appearance of “windows that belong on the house.”
- Window Size: Window size is only ½” smaller, because CC leaves your drywall in place which makes for a cleaner installation. This helps to maximize the amount of light and to expand the view from inside the house.
- Flashing for the Window: The old window flashing is replaced with new flashing at the time the old window is cut out. Flashing is the treated paper that surrounds your window to keep water out. This is the most important water barrier in new windows to prevent leaks.
- Exterior Trim: Trim on cut-out windows avoid the extra vinyl trim that is required on retrofits. Instead they have new original trim butting right up to the edge of the window to provide an original look.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"> <li>• Most companies actively sell “<u>retrofit</u>” only because it’s more profitable for them <i>or that’s all they CAN do.</i> It’s faster, cheaper and less skilled.</li> <li>• Quick and easy retrofit window installations help them maintain higher profit margins.</li> <li>• If they do offer cut-out installation, it’s usually at a premium price that’s about 50% more money.</li> </ul>	<ul style="list-style-type: none"> <li>• We prefer “cut-out” installations <i>except</i> where retrofit windows are the correct application i.e....masonry openings, vinyl siding, aluminum siding, &amp; certain stucco applications.</li> <li>• Homeowner’s benefits of cut-out include larger window size, improved watertight durability and the improved appearance of windows that look like they belong on the house. Cut out installation also allows us to replace aging ineffective window flashings, inspect for mold, dry rot and termite damage. Retrofit installations do not accomplish this.</li> <li>• <b>100% Workmanship GUARANTEE:</b> We guarantee you’ll be satisfied with our workmanship.</li> </ul>

# FACTS & PHOTOS – The Real Story on Window Installation: Retrofit vs. Cut-Out Installation

## Retrofit Installation



**1. Window Size:** Window height & width is reduced by +/-2 inches. Retrofit window size is reduced because the new retrofit window is mounted inside the old existing window frame.

**2. Flashing:** The old flashing is NOT replaced. The new window is installed inside the old window frame.

**3. Leak Protection:** Relies 100% on caulking & the old frame & flashing to keep water out.

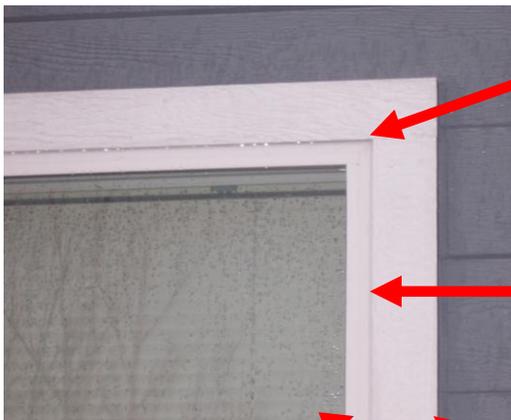
**4. Maintenance:** If future dry rot or termite damage requires the trim to be replaced, the window must be removed to do the repairs.

**5. Amount of Vinyl Showing:** The exposed window frame shows a total of 3 inches of vinyl.



**6. Appearance:** Looks more like new windows stuck on an old house.

## Cut-Out Installation



**1. Window Size:** The windows are larger. The original window height & width is reduced by only 1/2 inch to allow maximum window size.

**2. Flashing:** The old flashing is completely replaced. The new window is installed in a new custom window frame.

**3. Leak Protection:** A new frame, new flashing, new exterior wood trim & caulking are installed for improved protection to keep water out.

**4. Maintenance:** If future dry rot or termite damage happens, the trim can easily be replaced without having to remove the window for repairs.

**5. Amount of Vinyl Showing:** The recessed window frame shows a total of 1 inch of vinyl.



**6. Appearance:** A finished product that looks like an original window installation.

*"WOW... that's the way it should be!"*

## 4. Poor Workmanship Standards and Follow-Through

### Ask the Contractor:

- Do you use sub-contractors?
- Do you guarantee your work to meet my satisfaction for the job?
- Who will be managing the work?
- Are your installers piece-workers or hourly employees?

- **Workmanship Standards and Subcontractors:** Who will actually be installing your job? Sub-contractor workers are commonly used by contractors today, but they often make homeowners feel uneasy wondering if responsible workers are inside their home. Sub-contractors generally have less loyalty and concern for the job and have less responsibility to answer to the contractor that result in lower accountability and a lower standard of work. They make more money with speedy work, not quality.

The contractor often doesn't want to admit they use sub-contractors or piece-workers. They'll hope that you don't ask or they'll just refer to them as "employees". Many contractors assign their jobs to

sub-contractors or low-level workers on their own with little top management oversight that reduces the focus, attention and workmanship quality on the job. They should have a high-level manager or owner on the job and be willing to guarantee their standards for reliable work/workers, so you don't end up with unwanted problems.

- **Communication:** Today a lot of non-English speaking subcontractors are hired to do the work. For many English-only speaking homeowners, this makes it difficult to communicate with the workers about problems, changes or explanations.
- **Follow-Through and Reliability:** It's frustrating for homeowners when the crew doesn't show up as agreed at contract time.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"> <li>• <b>Workmanship Oversight:</b> They should have a high-level manager or owner on the job, however they usually don't. They should be willing to guarantee their standards for reliable work/workers, so you don't end up with unwanted problems, however this does not exist.</li> <li>• <b>Subcontractors:</b> Most window &amp; door contractors hire outside subcontractors to do the actual installation work. The subcontractors usually arrive in their own vehicle and are not insured by the company's worker's compensation or liability insurance. In the rare cases where an injury or insurance claim happens, the subcontractor and homeowner are left to settle it. Subcontractors are free to dress and act as they wish.</li> <li>• <b>Piece-Workers:</b> Some window companies may have their own installation crews that are paid as piece-workers. This means the crew is paid per window/door that is installed, making speed their job #1.</li> <li>• <b>Communication:</b> Today a lot of non-English speaking subcontractors are hired to do the work. For many English-only speaking homeowners, this makes it difficult to communicate with the workers about problems, changes or explanations.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>100% Workmanship GUARANTEE:</b> We produce expert workmanship. We're a family-owned, local company that are licensed General Contractors with years of finish carpenter experience. Our success rests on building satisfied customers. We absolutely <u>GUARANTEE</u> that you'll be satisfied with our workmanship that will be done beautifully and done right.</li> <li>• <b>No Subcontractors – EVER!</b> All workers at California Craftsman are employees. Our crews are professional, wear company hats and shirts and drive our late model company trucks to the jobs which are covered by the company insurance policy. One of our family owners is on every job managing our employees and watching the details so the work is done right.</li> <li>• <b>Reliable Follow-Through:</b> We show up when we say we will.</li> <li>• <b>Communication:</b> California Craftsman has English-speaking employees and a company owner on every job. Communication is clear and easy.</li> <li>• <b>Professionally Certified:</b> We believe the details really matter when doing your work professionally. We are professional installers that are certified by the American Architectural Manufacturers Association of (AAMA), an association for home improvement professionals that are knowledge-tested and demonstrate higher professional standards of work.</li> </ul>

## 5. Low-Grade Finish Work

### Ask the Contractor:

- What level of experience does your crew have in detailed finish work?

**You'll live with (and look at) your new windows and doors for a long time once they're installed.** The finish work details of casings, crown moldings and appropriate trim materials can make a world of difference in the look and feel of your new windows or doors. Most contractors move as quickly as possible to make more money. Often, they shortcut the finish details, or worse, their finish-work experience is so limited that *they don't even know how to improve their work.*

**Windows have been called the “eyes on the house”.** When you spend a lot of money to upgrade your windows and doors you should expect the completed work to complement and enhance the appearance of your home. The finish work on the exterior and interior should increase your home's beauty and appeal. However, this is one of the most disappointing areas for homeowners *after* many jobs are completed. They begin comparing the “new look” of their home to their previous exterior and to other homes. Many are left wishing for a more aesthetically pleasing look.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"> <li>• <b>Finish Work Standards:</b> Most contractors have little to no training in detailed finish work. They install basic vinyl trim on interior and use lots of caulking on the exterior.</li> <li>• <b>Exterior Trim:</b> Retrofit windows end up with more vinyl trim showing on the exterior. A 1½ inch wide Z-bar fin is required around the exterior of the window which adds an extra 3 inches wide vinyl trim on the outside both horizontally and vertically. Few contractors have much trained experience in high quality finish work. Fewer still will take the extra time for the extra detail needed.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Finish Work Standards:</b> We pay attention to details because we began our careers as finish-work contractors. Our family members have years of finish carpenter experience combined with a “homeowner attitude”. We do jamb-encased installations whenever possible and pay attention to interior &amp; exterior trim details. We 100% <b>GUARANTEE</b> that you'll be satisfied with our workmanship that will be done beautifully and done right.</li> <li>• <b>Exterior Trim:</b> One reason we prefer cut out installation is that we can avoid the larger vinyl trim on retrofits and greatly improve the finish look of the windows on your home. Finish details matter to us! We have years of finish carpenter experience, so we have higher standards than anyone for getting it right. We install exterior trim to match the aesthetics of the home so that it's consistent with the home's architecture. If you desire, we can customize the trim and finish work to achieve nearly any look you desire. Our customers often tell us how thrilled they are with the new look of their home!</li> </ul>



**Exterior Finish Trim:** Exterior trim should match the aesthetics of your home so it's consistent with the home's architecture. We can customize the trim and finish work to achieve nearly any look you desire.



**Interior Finish Trim:** Jamb-encased installations for both interior & exterior trim details make a greatly improved appearance.



**We build  
HAPPY  
customers!**

## 6. Fair Pricing? Understanding price and value

### Ask the Contractor:

- Do you provide a written bid and exactly what I get for my money?
- Are there any other costs that could be added?

### • Price and Value

After selecting your windows and doors, *choosing the right installation and getting it done correctly is THE most critical factor to getting excellent results and great value.* The type of installation determines the fit, how they “feel” on your home, the watertight durability and lasting quality and the finished appearance you want for your home.

- **What do you get for your money?** Shopping for *just* the lowest price is shortsighted. Compare what you’re getting in value that matters to you. Are they... 1) the right windows for your house? 2) installed correctly 3) with a reliable crew that’s motivated to do a good job 4) and will pay attention to the details and clean up?

No one likes bad surprises, especially with hidden costs in the middle of a project. To reduce this possibility, make sure you get these things from any contractor that gives you a bid and well before any work begins.

- **1) Complete Written Bid with a final price\*:** All details for materials and labor for your job should be sent in writing to you so that you know what to expect as your final cost. The only charges that may be added later should be for unforeseen dry-rot repair.
- **2) Dry Rot Costs:** It is impossible for *any* contractor to predict if dry-rot is going to be an issue on a project. Even if there is visual evidence of dry rot, predicting how extensive the damage and the amount to repair it is an unknown (e.g. simply surface damage or structural). These 2 areas will result in additional costs if found. You should be able to get the rate of cost for additional work in advance if these problems are detected.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"><li>• <b>Written Bid:</b> Most contractors do not provide a detailed written bid. Instead most will just call you with a bid or fax a general description. You usually will not get a professional info packet with complete information. About 1 in 5 contractors just write their price on the back of their business card. This can put the homeowner at risk by not having the specifics of the job or any details regarding materials, workmanship or responsibility.</li><li>• <b>Waiting Game:</b> Most contractors won't give you a bid on-site on the day they see you. You usually end up waiting for up to a week. They want to be the last person to give you a bid, so they stand a better chance to “close” the job.</li><li>• <b>Must Visit the Showroom:</b> Some savvy contractors will send the “measurer” to measure up the job. However, “If you want your bid, you need to come down to the Showroom.” This is often done in an effort to have their professional sellers “close” the job more successfully. They also tend to “steer” you toward their “preferred brand” (often a private label) where they make more money.</li></ul>	<ul style="list-style-type: none"><li>• <b>Our Prices are surprisingly competitive.</b> It's less than you'd expect to pay for superior installation and about the same as what you'd pay for retrofit window installation. You get a great deal more beauty, care and value than with any other window company. <b>Get it done right.</b> We're more than just a retrofit window replacement company. Visit <a href="http://www.californiacraftsman.com">www.californiacraftsman.com</a> or...</li><li>• <b>Volume Direct Buying to Save You Money:</b> We buy most of our molding and trim direct from the manufacturer in larger volumes to help keep our prices low. We look for even little ways to keep costs to you as low as possible.</li><li>• <b>Written Bid:</b> We provide a detailed written bid with known costs for the job and the rate any additional costs for dry rot or structural repair. You'll get a professional info packet with complete information: 1) complete written bid 2) company brochure with bios 3) list of customer references and testimonials 4) window and door manufacturer warranty 5) helpful article on getting any available tax credits 6) complete contact information to reach us. You may visit our Showrooms if you like.</li><li>• <b>No Wait for Your Bid:</b> We can usually give you a bid on-site from our laptop the day we measure so you don't have to wait.</li></ul>

“WOW...  
that's  
the way it  
should be!”

## 7. References - Do They Deliver What They Claim? Get real references... not "run around"

### Ask the Contractor:

- Do you offer a list of your customer references (more than 1 or 2) in my area that I can call?

**References on any company will tell you a great deal about that contractor and what you can expect on your job.** Any company that wants to earn your business should be able to give you a sizeable list (a half dozen or more in your area) of past customers that you can call or at least drive by. However, getting a list from most contractors is a huge problem. Why do you think

that is? When asked for this, they'll promise to get it to you but never get around to it, even while they try to close the sale. If they've been doing business in your area for awhile this shouldn't be a problem – unless there's something they don't want you to know. You don't want to be the next sorry customer. Insist on the list and make the calls to references or drive by.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"> <li>• <b>References:</b> When you ask for references from past customers in the area, they're often promised but you usually don't get them.</li> <li>• If you do get a reference list, it's usually 1 or 2 people with very few people you can actually talk to. Why?</li> <li>• Some contractors don't give out a reference list because they've actually lost business by doing it.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>References You Can Call:</b> A long list of satisfied (some from 8 years ago!) is the best measuring stick for our success. We will provide you with a list of over 100 of our past customers in the area who have volunteered to be on the reference list. Our references are NOT solicited. You'll be free to drive by their address to see our work or just call them if you wish to speak with them. Because they are our valued customers, all we ask from you is that you show common courtesy and decency when contacting them.</li> <li>• <b>How Do We Earn So Many Good References?</b> We start with a "homeowner attitude". We take the time to find out <i>exactly</i> what you want. And we guarantee your satisfaction with our workmanship. And we always leave your home looking cleaner than we found it.</li> <li>• We set out to WOW! Our customer on every job. They tell us... <i>"WOW! That's the way it <u>should</u> be."</i> To accomplish this, we deliver the highest level of quality workmanship, expert finish work that makes a difference and we leave your home cleaner than when we found it. We use excellent value pricing that can't be beat.</li> </ul>

We build  
**HAPPY**  
customers!

### Satisfied Customers Say It Best!

I would recommend California Craftsman very highly.

Jon Schultheis, Auburn, CA

Dear California Craftsman,

*I just got my PG&E bill and it is half of what it was this time last year. I know it is a result of my new windows installed by California Craftsman. They did a highly professional job and were a pleasure to deal with. I highly recommend them to all my friends.*

Melody Stiles, Nevada City, CA

To the Wells Family,

*I am very happy and glad I had it done. My family and friends sure like it too. You shall always have my business.*

Rose Ann Harris

Damian, Jon and all,

Many thanks. A great job and sincerely appreciated.

Robert & Nanci, Loomis, CA

### Satisfied Customers Say It Best!

I'm writing to tell you how much we love our new Marvin doors! They look fantastic and the quality of the door is far superior to any that we looked at previously. *Additionally, your service from start to finish was great. The crew who came out to install the doors did a great job as well. They took their time, attended to details and answered all our questions.* When we need doors or windows in the future, we will absolutely call you first!

Dan and Jennifer Soto Cool, CA

Fred and I want to thank you again for a job well done. *It was nothing short of a miracle that you were able to enlarge the kitchen window without hardly disturbing the wallpaper. You graciously repaired all the places noted and replaced the damaged windows.* You did what you said you would do and did it well. That is very much appreciated.

Margaret and Fred Rennison, Newcastle, CA

## 8. Who Cleans Up the Mess?

### Ask the Contractor:

- What clean-up practices do your workers have on the job?

Construction work inside your home can feel like an invasion. It's even worse when the workers are sloppy, apathetic and leave a mess for you to clean up when they leave. You shouldn't have a bad surprise when it

comes to worker cleanliness. Before you hire a contractor, ask them about their practices for clean up through the job.

The Industry Standard	California Craftsman Standard
<ul style="list-style-type: none"><li>• <b>Clean Up:</b> Most workers are subcontractors that are paid for speed, not their caring or cleanliness. The typical result is the work site in your home is left as a mess for you to clean up. Scraps, nails, debris, product packaging, metal, dust and tracking through the house... even the bathroom is left a mess. A regular complaint is that the new windows are left as a complete mess causing an additional clean up job for the homeowner.</li><li>• A common complaint centers on the homeowner's expensive landscaping taking a beating. Workers that aren't trained to be careful often step on plants, shrubs and flowers to get their work done.</li></ul>	<ul style="list-style-type: none"><li>• <b>Cleanliness Practices:</b> We cover any furniture that will be affected. We tarp the floors in the work and traffic areas. We promise to leave your home cleaner than when we arrived.</li><li>• We've adopted a "homeowner attitude" when it comes to working around landscaping and the valuable items around a home. We like to say... "We sweat the details so you don't have to."</li><li>• <b>Clean Up:</b> Work areas are vacuumed prior to our leaving the area and moving on to the next window. The new windows will be cleaned and clear after installation. We promise to leave your home cleaner than when we arrived.</li></ul>

*"WOW...  
that's  
the way it  
should be!"*



# Customer Service CHECKLIST

Because we aim to “WOW” on every job, we guarantee that upon completion of our work, every item on this checklist will be completed, inspected and explained to your satisfaction. If any item is not done to your satisfaction, we will correct it at once. Our work is not done until inspected and approved by you!

Yes   No   N/A

**Our “WOW” Customer Service Installation Standards**

- 1. The job started and finished on time?  
 Comments: \_\_\_\_\_
- 2. Quality of workmanship: Are the joints, miters, interior & exterior trim well done?  
 Comments: \_\_\_\_\_
- 3. No sub-contractors were used and the owner was regularly overseeing the work? The same crew was on the job until done?  
 Comments: \_\_\_\_\_
- 4. The work crew did the work professionally and were able to perform any task required for completion?  
 Comments: \_\_\_\_\_
- 5. Communication was clear for what to expect & progress during the installation?  
 Comments: \_\_\_\_\_
- 6. The finish work was completed well to my satisfaction?  
 Comments: \_\_\_\_\_
- 7. All tools, equipment and materials were cleaned up each day? The work area and new windows/doors were left cleaner than when they arrived?  
 Comments: \_\_\_\_\_

**My installation has been completed and inspected to my satisfaction.**



\_\_\_\_\_ Customer

\_\_\_\_\_ “WOW” Customer Service Leader

\_\_\_\_\_ Address

\_\_\_\_\_ Date

If you have any questions or need service, please call us at (530) 887-1857.

*Our Offer To Help Get You Started...*

**Tools to Help You Get Your**

Our goal in this Guide is to give you enough relevant and reliable information to help you make your best decision in buying a windows and doors. We hope it's been useful to you.

We believe an educated buyer is our best customer. We offer more information and "before and after" photos of our work on our website at [www.californiacraftsman.com](http://www.californiacraftsman.com). Or you can call us anytime so that we can answer any questions you may have.

*"WOW...  
that's  
the way it  
should be!"*

**We build  
HAPPY  
customers!**

Damian, Jon and Glenn Wells  
Owners  
**California Craftsman**  
License No. 834841



# A Homeowner's Guide to Buying Windows & Doors



**2 Convenient Showrooms  
to Visit Before You Buy...**

**13555 Bowman Rd, #405,  
Auburn, CA  
(530) 887-1857**

or

**11197 Brockway Rd, D5  
Truckee, CA  
(530) 582-1822**