



Customer Information

Scheduling

Projects that require more than a single day to complete often need for work area(s) to remain clear until work is finished.

Parking

Just a reminder that when we arrive each day, we'll need to be able to park our service vehicles for direct and clear access to the entrance of your home that you want us to use for access. Please let us know if you have any questions or concerns about available parking.

Entry

We assume you, or a family member, will be home when we arrive on the first day. After that, if no one will be there during scheduled work times, please make sure we may gain entrance and have access to work areas by other means.

Access

Outside, please ensure that there's a clear path from where we've parked to the outside work area(s) or the entrance into your home. Inside, please ensure that there's a clear path to work area(s) as well. We will provide floor, stairway surface, and other coverings or protection as required, depending on the scope of the project, but need the path to be clear when we arrive to start the work.

Staging

We may need to leave tools, equipment, and supplies in your home, garage, or yard during this time, as near as possible to the work area(s). Please provide, and let us know where we may stage these items until project completion.

Clearance

Please be sure the work area(s) in your home are clear of your personal belongings, furnishings, and breakables. We required a 3' minimum floor clearance away from walls, built-in furniture, and fixtures where work is to be done.

Cleaning

Note that we ensure the work area(s) in your home will be cleared and cleaned of work-related dust and debris when we complete work, but we rely on you to have cleared and cleaned work area(s) before we start.

Disposal

If disposal of replaced fixtures, materials, and debris was included in the estimate as approved, we will remove and take it away when we finish the project. Otherwise, please let us know where you want us to put refuse and waste for you.

Add-ons

In the course of working on project, unanticipated issues sometimes arise that may require additional tasks and/or parts and materials not included in the approved estimate. Likewise, customers often notice additional tasks that they'd like addressed and ask us to do them "while we're at it." Scheduled time permitting, we are almost always happy to add items to the original scope of the project, but there will be an additional cost associated with completing additional work which we will let you know about and approve in advance.

Billing

W. Briggs will provide you with a link to your bill at completion of a project and a receipt via email every time you make a payment. If you want to monitor the invoice for changes from the estimate including add-ons, we will email you the link, on request, at any time while the project is underway.

Contact Us

Reach us by phone during regular weekday business hours or send us a text anytime with questions or concerns about your project: 414-581-2121.