

# What to Expect

## THE UPS AND DOWNS OF REMODELING

The best way to ensure a smooth renovation project is communicating expectations from the beginning. With that in mind, we want to briefly remind you that residential renovation work can sometimes be stressful and is likely to bring the ups and downs that come with any remodeling project. A renovation can go from very exciting and appear ahead-of-schedule to suddenly feel as though the transformation is dragging. Some trades and portions of the remodel will take longer than others and scheduling the various components is as much an art as it is a science.

Maintaining regular communication with your project supervisor will be of benefit to both of you. Should you ever need additional assistance, customer support staff will be with you every step of the way and are there to help you. Rest assured that when the project reaches completion, your home will be returned in better condition than when we arrived and it will all be worth it.

## LABOR CONTRACT IS ALL DONE—NOW WHAT?

Once the labor contract has been executed, you – as the homeowner - will need to sign a Notice of Commencement form, which allows BathMasters to obtain building permits for the project. Additional forms will authorize us to utilize the Private Provider Inspection system, the cost of which is fully covered in your labor contract.

If you live in a multi-family dwelling, like a condo or townhouse community, the governing building department may require an asbestos inspection. If this applies to you, please ensure your sales associate goes over the specifics of how this process works.

If product selections have not yet been finalized, set an appointment with your sales associate to choose and purchase items so that we may place your order expediently. We are unable to add your project to our scheduling queue as covered in the terms and conditions until the products required for your renovation have been fully selected and paid for.

## GETTING READY FOR THE REMODEL

A day or two before your confirmed start date is a good time to start emptying the existing cabinetry, drawers and closets in the bathroom we will be remodeling.

If the remodel is for a master bathroom, we recommend you consider relocating to another bedroom during the remodeling phase so that we can keep the master bedroom furniture and flooring covered and safe during the renovation.

Be aware that when our demolition crew arrives, they will use floor protection to cover any hallways along the route from the point they will be entering your house to the bathroom we are remodeling. Because this path will become very well-traveled during renovation, we recommend removing any furniture, photos and breakables along this path before the demolition team starts.

In the rooms adjacent to the bathroom being remodeled, it is also wise to remove photos or pictures from the walls and to move dressers a few inches from any walls adjoining the bathroom. During the demolition and installation phases, these walls will likely shake and can possibly rock dressers on the opposite side of the wall, causing items on top to move and potentially fall onto or off of a dressing bureau.

For cautions sake, please mark any and all items in the bathroom that are not to be disposed of with a piece of tape. As we normally remove and haul away everything in the bathroom, we don't want to mistakenly remove an item that is to be later reinstalled or that you are interested in keeping.

## LET THE REMODELING BEGIN

You will be assigned a project supervisor who will coordinate your remodeling project from beginning to end. Write your project supervisor's name and number down somewhere easily accessible and do not hesitate to call, text or email at any time with any questions or concerns you have.

We advise against discussing, changing or asking about project details with individual tradesman. Your project supervisor should be the main point of contact in order to avoid confusion and conflicting instructions.

While most work is performed by our staff, we do occasionally utilize some of the areas most talented specialty subcontractors for certain aspects of our remodels.

Progress payments, as detailed on the labor contract, are due at the start of each phase of construction, allowing us to finance the project as we move through the construction phase.

Once the bulk of the project is complete, meaning your bathroom is more or less in usable condition, your project supervisor will prepare a Punch List with you to ensure any and every remaining item is addressed. The Punch List will be in writing, and, as each item is completed to your satisfaction, you will initial next to that item. When the entire Punch List has been initialed, that is when the project is officially complete.

## DELAYS ON SPECIALTY ITEMS REQUIRING FABRICATION

Keep in mind that custom items, such as custom countertops or custom shower doors, require special fabrication and may take additional time, usually one or two weeks, before being ready for installation. We do our very best to get everything installed as soon as possible so you have a fully completed bathroom.

## TERMS AND CONDITIONS—EVERYTHING YOU NEED TO KNOW

The most common questions that come up during a remodel are addressed in the BathMasters Terms and Conditions, along with extensive information on how our scheduling process works, the estimated length of every type of project we perform and the details of how your project will be coordinated. We encourage you to read through the Terms and Conditions fully and let us know if you have any questions.

## WARRANTY

Should you have any warranty issues after the completion of your project, just call our main number and someone will be scheduled to address it promptly. Your satisfaction is our utmost concern. We want you to be happy with your new bathroom for years to come and, hopefully, recommend BathMasters to your friends and family.