

# Graber Outdoor

## Customer Expectations

1. We resolve to set a date, follow thru on it, and be punctual and professional in all of our commitments. We usually do not need access to restroom facilities but access to power and outdoor water faucets are needed.
2. We are not responsible for underground utilities. Customer is required to contact Digrite and have all utilities marked one week prior to start date. We will provide a courtesy reminder and assistance as needed. Any underground utilities that are not marked and/or lines marked but customer wants us to construct in close vicinity of, we bare no financial or legal responsibilities. This includes sprinkler systems, phone lines, internet lines, propane lines, or underground power or water lines.
3. We provide and take care of all permits and costs. If customer does get permit we will reimburse as needed. In some scenarios we will request assistance from customer in going to local municipalities and picking up permits. In many deck and fence jobs we will need a copy of a plat map to fulfill permit requirements.
4. We are constructers and builders, not landscapers (unless decided on beforehand). Any excess dirt from post holes and excavations will be neatly piled but not removed. Any egress used to get material to and from construction site as needed will be respected properly but Graber Outdoors bares no responsibility for any damage on the inside of egress as decided upon beforehand.
5. We gladly help remove existing items such as grills, hot tubs, etc., but take no responsibility for any damage caused to personal items on existing deck.
6. We profess to take responsibilities for any damage caused in tear-out and removal of existing fence or deck.
7. We strive to leave every job in better shape than we find it. Daily cleanups and organization are to be expected and we appreciate feedback if this is not met.
8. We resolve to have only employees of safe reputation and good character on our jobsites, although we all are human. Please report any concerns and feedback to John.
9. We resolve to remain flexible and complete every job on budget as set forth in quote. Any small deviations of quote will be handled at no cost but major changes and unexpected expenses will have to be communicated and resolved with you, the customer, as needed.
10. We, here at Graber Outdoors, appreciate you greatly. We are honored that you have given us this opportunity to make your residence or project a reality and all the trust and expectations you place on us. Any situation or surprise can be dealt with when honesty, communication, integrity, and a common goal of completing a project where everyone wins!
11. Thank you for choosing us! You are helping provide jobs, feed families, and building communities through your choice. Thank you!

Date\_\_\_\_\_

Signature\_\_\_\_\_