

HDR Remodeling
a Honey Do Repair company
11881 Skyline Blvd., Suite F Oakland, CA 94619
Voice (510) 531-9500 Fax (510) 531-9590
E-Mail: hdr@honeydorepair.com
See remodel pictures at www.honeydorepair.com

Frequently Asked Questions (FAQ's)

Dear Valued Customer:

Thank you for the opportunity to prepare this quote for work at your home. We look forward to the opportunity to work with you. HDR has been helping homeowners in Alameda and Contra Costa Counties to maintain the value of their homes. We have also been helpful in increasing the value of their homes through cost efficient home improvements. Here are some of the most frequently asked questions.

What do I do if I any questions?

- Call the office at (531) 530-9500 or (925) 254-0230 and talk to Lesley or Sue or leave a message
- Send an email to the office at hdr@honeydorepair.com or send an email to Philip at philip@honeydorepair.com
- Send fax to us at (531) 530-9590 or visit our web site at www.honeydorepair.com

What do I do if I want you to do the work?

- Sign the white copy of the Proposal form and return it to us
- Attach a check for 10% of full amount of the job (not to exceed \$1,000)

What do I do if I want to put the deposit on my credit card?

- Sign the white copy and fax it to the office
- Call the office and give Marie your credit card number so you can get mileage.

What do I do if I don't want to do all the work listed on the proposal at this time?

- Make a note on the proposal form and fax or mail it to the office
- Attach a check for 10% of the full amount of the job
- Paperwork with check attached move to the top of the pile.
- We can make the adjustment when we do the pre-construction walk through

How is the work scheduled?

- Marie at our scheduling desk will contact you to schedule the pre-construction walk through and to schedule the starting date on the work.
- All work is scheduled in order of the date of deposit.

Is your work guaranteed?

- If you are not happy with anything covered by the written contract we will come back and make it right.
- If the two of us cannot come to an agreement on a customer complaint, we have a mediation service available to help us come to an amicable agreement.