



## **Installation Day Expectations and Requirements**

Thank you for choosing Window Makeover for your window project! We look forward to working with you and making your experience pleasant throughout the construction process. We are confident you will be happy with our craftsmanship.

Should you encounter any issues or concerns during the process, please do not hesitate to call our main office immediately @ 317-770-4550.

## **What can you expect from Window Makeover?**

Window Makeover Installers will respect you, your home and your property.

Drop cloths will be used when necessary and all work areas will be clean at the end of the day or job.

Your Installer will call you on the morning of your installation and let you know the crew is in route and notify you of any delays due to traffic conditions, etc.

If your job is not completed by the end of the day, Window Makeover will secure all window openings, so your home remains secure overnight.

## **What Window Makeover needs from you?**

- Inside access to your home and garage for the duration of the project. Typically, 90% of the work is done from the outside, but our installers will need to enter periodically. Please plan to remain onsite/accessible until your project is complete.
- Please secure your pets and keep children far away from work areas. It is best to have pets and children offsite for the duration of your project, though not a requirement. Ensure pets and children do not have contact with or installers.
- Five feet of clearance is necessary on each side of the window for proper access. For liability purposes, we ask our installers not to move customers' property. Please move any and all of the following that impede full access to the window(s) or that may fall due to the vibration of tools used:
  - Wall hangings
  - Window coverings, including blinds, drapery, swags, cornice boards, etc.
  - Furniture
- Know that your windows will be open while work is in progress. Plastic and tarps are not used to close openings during the installation process.
- Although rare, please know that minor drywall cracks or nail pops surrounding your windows may appear through the reconstruction process. Although unfortunate, it is unavoidable.

## **Outside of Home & Garage**

- Two feet of clearance on the outside of your windows is required in order to access them. Please ensure bushes and trees are trimmed prior to the day of install and know that we often need to position ladders, tools and equipment in landscaped areas. Please prepare to protect your foliage prior to our arrival.
- Our installers will need to park in close proximity to your home to constantly access equipment and tools. Remove vehicles from your driveway and garage. Keeping vehicles away provides the safest conditions for our installers to work and also protects your vehicle.