

Roofing Contractor Decision Guide

Use this guide when comparing contractors for your project

	D&G Exteriors	Contractor #2	Contractor #3
Labor Warranty: Not every contractor will offer this, and that should be a red flag. For contractors that do, you will typically see a 1-3-year warranty. Look for 3+ years.	10-year labor warranty		
Deposit Requirements: In the state of MA, contractors cannot ask for more than 1/3 of the total contract value upfront, except in "special" situations. Make sure the contractor isn't asking for too much upfront.	We require 1/3 of the total cost upfront, a progress payment, and final payment after work is complete		
Insurance: MAKE SURE THEY ARE INSURED. This is for your protection. They should have a substantial General Liability policy, and if they have employees, they should have Workers Comp. Ask for proof.	We hold a \$2m General Liability Policy		
Licensing: Roofers in MA should have two licenses. A Home Improvement Contractor (HIC) license and a Contract Supervisor license. Verify their licenses are active.	Both are active and in good standing		
Product Certification: Are they certified in the product they're installing? Certification shows a level of commitment to quality and in certain situations can come with extra benefits for the homeowner.	CertainTeed Master Craftsman		
Company Structure: Some companies are a guy and a truck. Others have a big back office staff and sales team. Whoever you are considering, make sure they have the resources to deliver quality work, on time. But also that they aren't passing on the costs of big, bloated teams onto you.	We use multiple crews to get work done. No sales team or back office staff. We use technology heavily to keep our costs down.		
Process: Do they sit you down and give you the hard close? Do they make it easy to decide and buy? Only you can decide what "easy" is, but the contractor should be responsive, professional, transparent and never make you feel bad for having questions.			
Cost: Cost is important, but shouldn't be the most important factor. Quality work and products naturally cost more. Going cheap upfront will lead to more costs later in repairs and other issues. Like anything else - you get what you pay for.			
Report: Trust your gut. If you get a bad feeling about a contractor, it's probably for a reason. Roofs are a big investment, and replacing your roof is a big job, so go with someone who you like and trust.			

Learn more: www.dandgexteriors.com

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D&G Exteriors: Roofing, Siding, Windows, Decks