Code of Ethics & Competency

CONTRACTORS STANDARDS GUIDE DISCOVER HOW TO CHOOSE THE RIGHT CONTRACTOR

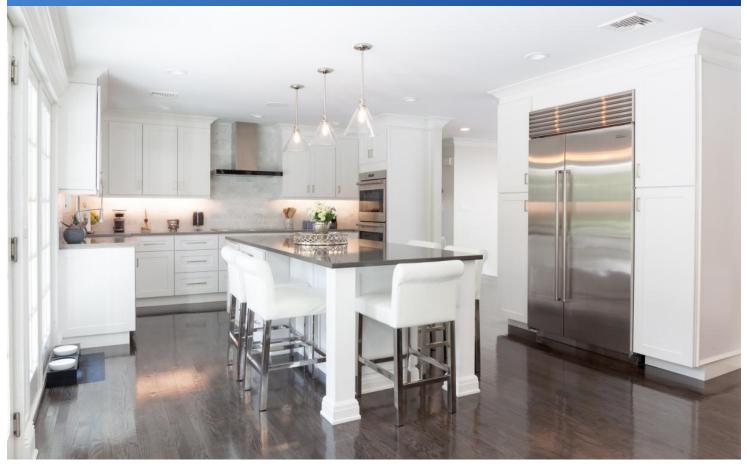




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"We were shocked and embarrassed when we found out that contractors were America's #1 most complained about industry - right up there with auto repair and airlines."

So, You're Thinking About A Kitchen Remodel For Your Home?

Congratulations! When done properly, a bathroom remodel can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we've all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries— right up there with auto repair and airlines.

Industry Standards Weren't Tough Enough

As a family business, we've always done a good job and treated our customers right—and over the past 30+ years we've been able to build a nice business because of it. However, over the years we've noticed that some consumers will choose less-than-reputable companies or contractors to do jobs for them... usually because they only focus on price. Don't get us wrong: we're all for good, honest competition and a great value, after all, that's what we'd want for ourselves. But it pains us to see people risk their hard-earned money with contractors who don't have their best interests at heart. You deserve a great value for your money—and a contractor that stands behind their work in both word and deed.

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren't tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That's why we created this guide with a set of standards that we adhere to.

We hope you use this guide and set of standards outlined to select a good contractor, if you do, you'll protect yourself and increase your chances to get exactly what you want out of your project.

You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable;** look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.

STABILITY







Proof of Establishment

Why It's Important: Believe it or not, many contractors use a pickup truck for an office and showroom. A business run out of a pick up truck is a red flag - if a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.



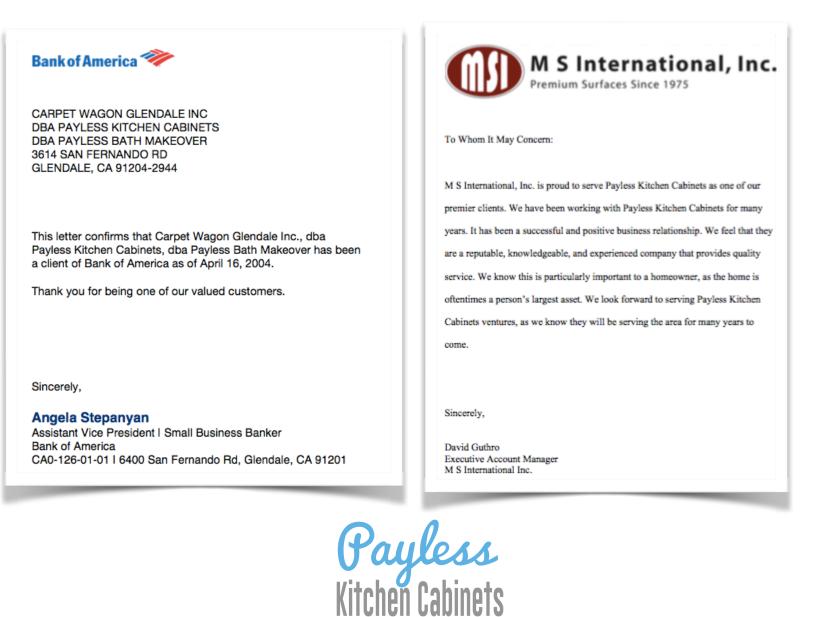


Bank Letter

Why It's Important: Good standing with a bank is crucial for any business, but gaining the confidence and security of its financial managers allows a company not only to sustain itself and endure even in rough economic times, but to innovate and grow to meet and service customer demands.

Supplier Letter

Why It's Important: This is written confirmation of the company's dealings with a supplier of the product they install stating that they are in good standing as vendor and pay their bills promptly. These letters are easy for your contractor to obtain from suppliers—if a contractor says they are difficult to obtain, then there might be something that they're trying to hide.





Insurance

Why It's Important: You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will carry no less than \$500,000... and usually around \$1,000,000 of coverage. If your contractor's insurance policy can't cover potential damages, then the contractor would be personally liable. If he cannot cover the damages himself, you will have no legal recourse and will end up paying for any possible damages or injuries yourself. Many contractors are not financially stable...and don't carry proper insurance coverage to protect you against losses. Additionally, contractors who fail to provide workers compensation benefits risk severe governmental penalties and potentially company-ending lawsuits should an employee become injured.

Payless Kitchen Cabinets carries \$1,000,000 of general liability and \$1,000,000 workers compensation coverage and here's the certificates to prove it! Do NOT deal with a contractor without sizable coverage, or **you** will foot the bill for the mistake.

**The dates listed on the insurance documents are as of producing this guide,, at the time of our visit, we'll provide you with the latest coverages dates.

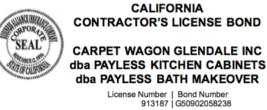
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Pasadena, CA 91107			Apontss: jack@ul	timainsura	nce.com		
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Workers Compensation Insurance

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BOND EXPIRATION DATE: 8/29/2018 SURETY COMPANY: Business Alliance Insurance Company Producer Name: Statewide Commercial Renewals



CONTRACTORS STATE LICENSE BOARD ACTIVE LICENSE



License Number 913187

Business Name CARPET WAGON GLENDALE INC PAYLESS KITCHEN CABINETS PAYLESS BATH MAKEOVER Classification(s) C15 C54 C-6

Expiration Date 12/31/2018



Contractors License & Bond

Why It's Important: You need to know if your contractor carries a current and valid license plus the classifications they are licensed for. This is the first document a contractor should present when meeting you.

The purpose of the bond is to help consumers who have been financially harmed as a result of a contractor's work by claiming their damages against the bond.

STATE OF CALIFORNIA
CONTRACTORS STATE LICENSE BOARD
Pursuant to Chapter 9 Division 3 of the Business and Professions Code and the Rules and Regulations of the Contractors State Licence Board, the Registrar of Contractors does hereby issue this licence to:
CARPET WAGON GLENDALE INC dba PAYLESS KITCHEN CABINETS dba PAYLESS BATH MAKEOVER License Number 913187
to engage in the business or act in the capacity of a contractor in the following classifications: C15 - FLOORING AND FLOOR COVERING C54 - TILE (CERAMIC AND MOSAIO) C-6 - CABINET, MILLWORK AND FINISH CARPENTRY
Witness my hand and seal this day, October 24, 2018
Issued April 1, 2008 REPLACEMENT
Agustin "Augie" Beltran, Board Chair is not transferable, and shall be returned to the Registrar of Contractors, is not transferable, and shall be returned to the Registrar upon demand when suspended, revoked, or Invalidated for any reason. It becomes void if not renewed.

REPUTATION



Questions? Need More Information? Call 866-482-0919 www.PaylessKitchenCabinets.com info@paylesskitchencabinets.com

You can tell a great deal about a contractor based on what others are saying about them - particularly their customers. You'll need to get a little tougher with the contractor to protect yourself, by following this guide, you can reassure yourself that their reputation is rock solid.

WHAT TO LOOK FOR:

References

Why It's Important: All reputable contractors carry pre-printed lists of references.

Contact us so we can provide you the latest **Client Reference List.**

Plus, we've designed a New Client Support Program, where we connect new prospective clients with previous clients to inquire about their experiences with Payless Kitchen Cabinets.



Our Best Advertising – Word of Mouth

K. Feddersen Residence Corona M. McNulty Residence B. Gobb Residence H. Lester Residence C. Ignacio Residence S. Kubashack Residence L Knox Residence J. Torrey Residence R. Baden Residence T. Heuer Residence V. Adams Residence P. Annakin Residence K. Christensen Residence C. Kanno Residence W. Bentley Residence B. Brown Residence N. Puranaputra Residence G. Harbeck Residence J. Tam Residence J. Flores S. Brodi Residence G. Oceguera Residence R. Ulmer Residence

Long Beach Menifee Laguna Woods Riverside Trabuco Canvon Los Angeles Simi Valley Granada Hills Torrance Monrovia Los Angeles Pasadena Redondo Beach Temecula Altadena Los Angeles Manhattan Beach Monterey Park Whittier Castaic Fontana Norwalk

Complete Kitchen Remodel Complete Kitchen Remodel

See What Our Clients Have to Say...



facebook





WHAT TO LOOK FOR:





Awards & Accolades

Why It's Important: If a contractor has been doing a good job - they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization.











Payless Vitchon Cahingto

PROFESSIONALISM

A good contractor doesn't just do good work. They also understand that, when dealing with customers, it's oftentimes the little things that make a big difference. You should find a contractor that shows you respect by the way they treat you, the way they look, the way they treat your property, and how they pay attention to details. Check any contractor you're considering against these standards of professionalism found on the next few pages.





Detailed Proposal & Change Order

Why It's Important: Most contractors provide nothing in writing or a basic receipt or invoice. At minimum you should request a document that details the type and amount of materials to be used, estimates on measurements, time to be spent on job. This way, when comparing multiple estimates, you have a chance to do "apples to apples" comparisons.

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Countertop					5.	Countertop Layout Reviewed &	Accepted		YES	NO
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No Tricks, No Pressure Sales Specialist Agreement

Why It's Important: Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had

an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information) you should be wary.

We want you to know everything about us upfront prior to our appointment.

- 1. We'll invite you to speak with our previous clients
- 2. We'll send you a link to different social sites so you can check us out
- 3. We'll send you a link to the CSLB page so you can verify our license
- 4. We'll send you a link as to who's coming to your home, including the profile page of the specialist assigned to your project.
- 5. We'll bring along all this information and leave it behind for you.

All Payless Kitchen Cabinets, Sales Specialists sign a "Zero Sales Pressure Agreement" that is also signed by the sales manager to pledge that they will handle sales situations in a respectful way.



SALES SPECIALIST "CLIENT RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales specialist for **Payless Kitchen Cabinets**, you must agree to abide by the principles and precepts of our Code of Ethics & Competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I ______ agree to abide by these guidelines when working with prospective clients/current clients for Payless Kitchen Cabinets.

- 1. I will not smoke inside the client's home.
- I will not use foul language on the jobsite.
- I will respect the client's time by being punctual.
- 4. In the event I cannot be on time, I will call to alert the client and reschedule if necessary.
- 5. I will keep my clothing neat and clean.
- 6. I will respect the client's telephones, bathrooms, parking spaces, etc.
- 7. I will earnestly strive to find the best solution for each client's needs.
- 8. I will not utilize high-pressure techniques to force clients to comply with my requests.
- I will not sell products or services to clients when they are financially unable to manage the investment.
- 10. I will give all my clients a fair price and a fair opportunity to consider their options.
- 11. I will also make client aware of any temporary offers that may be available.
- 12. I will educate my clients on all sides of the purchase decision being made.
- I will give my clients the opportunity to express any concerns they have and work to resolve them.
- 14. In the event that the client is not ready to move forward, I will respect their decision.

SALES SPECIALIST SIGNATURE

DATE

(Payless Kitchen Cabinets



Job Cleanup Roster

Why It's Important: Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All Payless Kitchen Cabinets Installers follow this multi-step cleanup roster at the end of EVERY SINGLE DAY. Show this roster to other contractors.

Pauless Kitchen Cabinets 10 POINT JOBSITE CLEANUP ROSTER As an installer for Payless Kitchen Cabinets, you must agree to abide by the principles and precepts of our Code of Ethics & Competency. Any violation of these principles will be grounds for written warning or termination. agree to abide by these guidelines when working with prospective customers/current customers for Payless Kitchen Cabinets. DAILY CLEANUP 1. Entire jobsite is to be patrolled and cleaned for trash, including Soda cans, drink bottles, cups, etc. · Food items, bags, containers, etc. Miscellaneous trash 2. Small hand tools will be removed from the jobsite daily. Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner. Any materials that will be left on the jobsite will be neatly organized and stored 5. Any hazardous materials will be either removed completely or tightly secured. 6. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of. Work area will be patrolled to remove any nails, screws, and other sharp objects. 8. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage. 9. Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped. 10. Work area will be swept with a push broom daily (where applicable) AT THE CONCLUSION OF THE JOB 1. Entire work area and yard will be patrolled for trash, debris, materials, etc. 2. Magnetic nail locator will be used to find nails, screws, and other debris in customer's 3. Customer lawn will be restored to pre-job condition if damage has occurred as a result of job. 4. Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary 5. Cleanup not complete until customer signs off on the Walk Through Sheet. INSTALLER SIGNATURE DATE PROJECT COORDINATOR SIGNATURE DATE

Worker Conduct Agreement

Why It's Important: This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All Payless Kitchen Cabinets Installers sign a "Worker Conduct Agreement" that is also signed by our project coordinator to pledge that they will conduct themselves in a respectful and courteous manner.

	WORKER CONDUCT COMPLIANCE AGREEMENT
precept	staller for Payless Kitchen Cabinets, you must agree to abide by the principles and s of our Code of Ethics & Competency. Any violation of these principles will be grounds en warning or termination.
I	agree to abide by these guidelines when working with
prospec	tive customers/current customers for Payless Kitchen Cabinets
	WORKERS
	will respect the clients time by being punctual
	n the event I cannot be on time, I will call to alert the client and reschedule if necessary
	will greet client in a positive manner
	will introduce myself and anyone else on my team. will review the work scope with the client.
	will review the work scope with the client. will request client to verify all materials prior to beginning my installation process.
	will not smoke inside the client's home.
	will not use foul language on the jobsite.
	will not consume alcohol or drugs on the jobsite.
	will play any radios or music on the jobsite guietly.
	will keep my clothing neat and clean.
	will respect the client's telephones, bathrooms, parking spaces, etc.
	will strive to keep dirt and messes to a minimum.
	will put trash in the proper container and leave the jobsite clean at the end of each vork day.
	will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
10.1	will do a review and conduct a walk through with the client of the work completed.



WORKMANSHIP



Questions? Need More Information? Call 866-482-0919 <u>www.PaylessKitchenCabinets.com</u> info@paylesskitchencabinets.com

Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. Remember, the most expensive remodel is the one you have to do twice. As you evaluate a contractor, look for signs that they can do the job right the first time.











FREQUENTLY ASKED QUESTIONS

Questions? Need More Information? Call 866–482–0919 www.PaylessKitchenCabinets.com info@paylesskitchencabinets.com

Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

- A: Look for some of these telltale signs of contractors who may not be trusted.
 - Main phone numbers that ring to cell phones
 - Main phone numbers that are never answered by receptionists
 - No business cards
 - No company logo on work clothes/uniform
 - Few references available
 - Prices that are unusually low compared to other competitors
 - Unresolved BBB complaints or no report at all
 - No website or very poor website
 - Ability to start on your job immediately No backlog
 - Unwillingness to give any information

An Ounce Of Prevention...

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high - your home and your wallet - that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

A: Most companied cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

Q: Can a contractor just "fake" these standards?

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

Q: What if a contractor SAYS they can do all these things, but can't show the proof?

A: Don't settle for lip service. Request to see documentation for the standards on the checklist at the end of this guide.

IN CONCLUSION

- When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.
- Please give us a call if we have not already set up an appointment, we'll be happy to come out to your home to answer your questions and concerns. At the appointment we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.
- Hopefully we can show you, as we have thousands of others, how we can provide you with a fast, affordable and stunning kitchen something to be really proud of!
- Remember that when Payless Kitchen Cabinets visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet with us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

Best of luck with your kitchen remodeling plans!

Sincerely,

Payless Kitchen Cabinets Team





Questions? Need More Information?

Call 866-482-0919

www.PaylessKitchenCabinets.com

3614 San Fernando Rd. Glendale, CA 91204