

1. Site assessment

A site assessment fee may be required before an on-site inspection is scheduled. The amount is confirmed before booking. It may cover travel, inspection, measurements, consultation and preparation of the initial estimate. Home Rescue may choose to credit some or all of the assessment fee toward a qualifying project if stated in writing.

2. Written quotation or contract

Significant work begins only after the scope, price and payment schedule are accepted in writing. Customers should review inclusions, exclusions, material specifications, milestones and special conditions.

3. Deposits and materials

The required deposit must clear before mobilization, ordering, fabrication or work begins. Special-order materials, glass, aluminum, fixtures and fabricated items may require advance procurement payment.

4. Progress payments

Payments are tied to agreed milestones. A typical structure may be 40% deposit, 30% first milestone, 20% second milestone and 10% at practical completion, unless the quotation or contract states otherwise.

5. Extra work

Additional or changed work is treated as a variation/change order. Home Rescue prices the change and obtains approval before extra work starts.

6. Final payment

The final balance is due according to the contract at practical completion after agreed punch-list items are addressed. Receipts are issued for payments.

7. Banking security

Full bank account details are never displayed publicly. They are supplied privately on an authorized quotation or invoice. Verify any request to change banking details by calling Home Rescue directly. Never send your card PIN, online-banking password or one-time security code.

8. Proof of payment

CUSTOMER REMINDER

Keep your quotation, contract, invoices, receipts and approved change orders. These documents protect both the customer and Home Rescue.