

General Tips:

Don't be led to believe that the largest advertiser in the yellow pages is the best contractor.

Be aware of any sales pitch indicating, "My men are working in the neighborhood. If I get your contract NOW, I can give you a special price."

Be aware of the contractor who states, "You don't have to have it in writing, you can take my word for it."

Be aware of the sales pitch that promises drastic reductions in next winter's heating bills.

Don't fall victim to sales presentation which offer "Special rates that expire midnight tonight" or "I cannot guarantee this price if you do not sign up now".

Do not give any contractor a large sum of money prior to the day the work will begin. A small deposit of \$50.00 or so is in order when signing the contract.

Pay for your home repairs by check – NOT CASH. Also, do not make the check payable to anyone other than the name on the contract.

Have A Consumer Complaint?

Need Consumer Information?

Need A Speaker?



**DELAWARE COUNTY
OFFICE OF CONSUMER AFFAIRS
and
WEIGHTS AND MEASURES**

**GOVERNMENT CENTER BUILDING
201 WEST FRONT STREET
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HOME REPAIR AND REMODELING TIPS



**Delaware County
Office of Consumer Affairs
and
Weights & Measures**

**Government Center Building
Media, PA 19063**

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Before Selecting A Contractor:

Get Three Written Estimates.

These estimates should include: every detail of the job to be done, when the job will begin, when it will be finished, materials to be used, and financial arrangements and warranties or guarantees extended. It is to your advantage to deal with a contractor who has workmen's compensation and public liability insurance. Otherwise you may find yourself responsible in the case of injury to a contractor's employee (A fully insured contractor's estimate may be a little higher).

Get References.

Ask each contractor for the names of three references in your area for whom they have recently completed work. Take the time to call these references, asking if they were satisfied with the contractor's performance. Also, inquire if there were any problems encountered after the job was completed and if the contractor quickly responded to the call, honoring the guarantee or warranty. You may also want to check with your Local Code Enforcement Officer regarding the reputation of the contractor. You will then be in a position to select a contractor based on the information and prices you have gathered.

**IT IS IMPORTANT TO REMEMBER,
YOU DON'T ALWAYS GET THE BEST
FOR LESS!**

Before Signing The Contract:



- ✓ Be sure that all the items included in the estimate are restated in clear and concise terms in the contract.
- ✓ Don't place any dependence on oral promises – GET IT IN WRITING!
- ✓ If financing is to be arranged, be certain you understand all the terms and interest charges.
- ✓ DO NOT SIGN the contract until you read it and completely understand it.
- ✓ Get a signed copy of the contract for your records.

**REMEMBER – A SIGNED
CONTRACT IS AS BINDING ON
YOU AS IT IS ON THE
CONTRACTOR!!**

Right To Cancel:

If they have not already explained it to you, ask your contractor about the 72-hour cancellation law, which permits any contract in excess of \$25.00 **SIGNED IN YOUR HOME**, to be cancelled within three working days.

The contractor is required to give you a separate form headed "NOTICE OF CANCELLATION", which shall contain, along with the date the sale is completed, their name and address, a full explanation of your right to cancel, as well as the expiration date of the 3-day period. It will also completely detail the cancellation procedure you must follow.

After Work Is Completed:

If your repairs are being financed, you may be requested by the contractor to sign a certificate of completion so that they can receive payment from the bank or finance company. Before signing the certificate, inspect the work thoroughly. If you feel you have a complaint about the materials or the manner in which the work was done, **DO NOT SIGN THE CERTIFICATE OF COMPLETION.** Under no circumstances should the certificate ever be signed before all the work is completed.