



Clean N Brite Home Improvements Expectations Manual

Welcome!

We're glad to have the opportunity to work with you on your project.

Over the years, we've found that great communication makes all the difference. That's why we're committed to being open, honest, and easy to reach throughout the entire process.

This guide will walk you through what to expect at each stage of your project. Our goal is to keep you informed and confident every step of the way—while avoiding any surprises along the way.

If you ever feel like you need more information, please give us a call. We're here for you.

Take a few minutes to review this information, and don't hesitate to reach out with any questions.

Our team is with you every step of the way from the first appointment and for years to come. Your renovation will be crafted and built with exceptional quality.

Thank you,

The Clean N Brite Team

Who We Are

Our Mission

To provide Quality, Dependable & Honest Home Improvement services to our customers at fair and market competitive prices by creating a successful partnership with them throughout the improvement process.

Our Core Values

- Integrity in everything we do
- Clear and honest communication
- Accountability for our work
- Respect for our customers and their homes
- Commitment to quality craftsmanship

Our Commitment to You

We are committed to keeping you informed, treating your home with respect, and delivering a project that meets the agreed-upon scope and quality standards. Our goal is to make the remodeling process as smooth and stress-free as possible.

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What to Expect

Step 1: Site Visit & Estimate

This is where project planning begins. Craig will meet with you on-site to review the scope of your project. If you have photos, inspiration, or materials already selected, please share them during this visit.

After the meeting, we will use the information gathered to prepare a preliminary quote, which will be emailed to you.

Please keep in mind that planning a remodeling project is rarely a one-step process. As selections are made and details are refined, the scope and budget may evolve. Throughout the planning process, we will provide guidance, recommendations, and selection worksheets to help you make informed decisions.

Delays & Customer Responsibilities

Delays caused by late selections, missed approvals, or unavailable access to the property may:

- Impact the project schedule
- Result in additional costs

We ask that all decisions and approvals be made in a timely manner to keep your project on track.

Material Selections

Material selections play a significant role in the overall cost of your project and are one of the most common reasons a project's budget changes. Depending on your project, selections may include:

- Tile and flooring
- Countertops (granite, quartz, etc.)
- Paint colors and finishes
- Lighting fixtures
- Plumbing fixtures
- Cabinet styles and layouts
- Windows and doors
- Appliances
- Other project-specific materials and finishes

Please note

- Material prices are subject to change based on market conditions at the time of purchase.
- Selections that exceed the original allowance amount will require approval and may result in additional costs.
- Any upgrades, additions, or scope changes must be approved through the change order process.
- In some cases, we may provide a labor-only estimate until material selections have been finalized.
- Materials furnished by Contractor may include a procurement and administrative markup to cover purchasing, coordination, handling, warranty administration, delivery, storage, and associated overhead expenses.
- If you plan to supply any materials yourself, please let us know during the estimating process so we can discuss requirements, scheduling considerations, and warranty limitations.

Step 2: Project Approval, Planning & Pre-Construction

Project Authorization

Once you decide to move forward with your project, we will need written authorization before any work can begin. Please note that verbal discussions or agreements do not authorize Clean N Brite (CNB) to proceed with any work.

To initiate the project, we require:

- A signed quote through our quoting software
- An initial non-refundable project development retainer of \$1,000

This allows us to begin project planning and the permitting process, if required. For larger projects, a progress (draw) payment schedule may be provided.

- After final material selections have been made, an additional payment of up to 50% of the total project cost may be collected to begin purchasing materials. Once materials have been obtained, we will confirm an anticipated start date.

Permits & Code Requirements

While CNB will coordinate permit applications and required documentation, review and approval timelines are controlled by the permitting authority and may impact project scheduling.

Please Note

If previously unknown code-related upgrades are required by the permitting authority or inspection process, additional costs may apply and will be documented through the change order process.

Examples may include:

- Smoke detectors
- GFCI outlets
- Plumbing updates
- Tempered glass windows
- Other required safety or structural improvements

Change Orders & Upgrades

Project Scope

The approved Scope of Work ("Job Scope") is the controlling document for this project. Only the items, services, and deliverables specifically included in the Job Scope are part of the agreed project budget and timeline.

Any work not included in the Job Scope is considered outside the scope of the project and must be approved through a written Change Order before work can proceed.

Understanding Changes During a Project

As your project progresses, it is natural for ideas and preferences to evolve. You may choose to modify finishes, layouts, or features as the project takes shape.

We are happy to accommodate changes whenever possible. To ensure clarity and avoid misunderstandings, all changes must be documented in writing. For each requested change, we will provide a detailed Change Order outlining:

- Scope of the change
- Cost increases or credits
- Impact on the project schedule

This process ensures that everyone remains fully informed and aligned throughout the project.

Cost & Timing Considerations

- Changes may result in additional costs and/or schedule extensions
- Some Change Orders may result in credits or be cost-neutral
- Changes requested before materials are ordered or work begins are typically less expensive
- Late changes may require demolition, rework, or supplier restocking fees

Fees & Payment Terms

- Certain Change Orders may include a \$150 administrative fee depending on the complexity of the requested change.
- Payment for all Change Orders is due at the time of approval, unless otherwise agreed in writing
- Approved changes may result in an adjustment to the project completion date

Change Orders vs. Add-Ons

A Change Order modifies, removes, or replaces work included in the original contract.

An Add-On is new work that was not included in the original contract scope.

Both require written approval and may affect cost and schedule.

Cancellations & Reductions

Removing, postponing, or reducing previously approved work may result in cancellation fees, restocking fees, material losses, or charges for labor and administrative costs already incurred

Applicable charges may be based on materials already purchased, labor already invested, or preparation work completed prior to the cancellation request

Release of Responsibility

Our goal is always to deliver the highest quality workmanship and results aligned with industry standards and best practices.

In some situations, a homeowner may request specific design choices, materials, or methods that differ from Clean N Brite's professional recommendations. While we respect your right to make decisions about your project, these requests may carry increased risk related to performance, durability, or long-term outcomes.

In such cases, Clean N Brite may require the homeowner to sign a Release of Responsibility Form prior to proceeding.

Purpose of the Release

The Release of Responsibility Form:

- Documents that the homeowner has chosen to proceed against professional advice
- Acknowledges potential risks associated with the requested approach
- Releases Clean N Brite from liability arising from those specific homeowner-directed decisions

Important Notes

- Work performed under a signed Release of Responsibility may not be covered under warranty
- Clean N Brite is not responsible for future performance issues, defects, or failures related to the deviation from recommended practices
- Refusal to sign the release may result in Clean N Brite declining to perform that portion of the work

Step 3: Material Selections & Purchasing

Material Ordering & Scheduling

Once the deposit is received, we will confirm and order all required materials to help prevent delays. Whenever possible, materials will be delivered and staged in our warehouse prior to the start of construction. This allows for a more efficient build process and reduces the amount of time your home is under construction.

Please note: Delays in making or submitting final selections may result in scheduling delays and impact your project timeline.

Understanding Allowances & Selections

In some cases, certain materials may not be selected when the initial quote is prepared. To keep the estimating process moving, we may include allowances for materials that have not yet been chosen.

Allowances & Material Selections

- Allowances are budget estimates for materials not yet selected.
- Final selections that exceed allowance amounts will result in additional costs.
- Overages must be approved and paid before materials are ordered.

Paint & Stain Selections

Clean N Brite uses Sherwin-Williams® paints and coatings to ensure consistent, high-quality results.

Please be aware that colors often appear different on a wall than they do on a sample card due to factors such as lighting, surface texture, and surrounding finishes.

Color Selection Recommendation

To ensure you are satisfied with your final color choice, we strongly recommend:

- Purchasing sample sizes of your desired colors
- Applying samples directly to the wall or surface area
- Viewing the samples at different times of day and under various lighting conditions

Once you have made your final selection, please notify us so we can proceed accordingly.

Common Approved Vendors

To help ensure product compatibility, warranty support, and reliable project scheduling, we recommend sourcing materials from the following approved vendors:

- Paint: Sherwin-Williams
- Tile: Tile Center, Floor & Décor, Lowe's, Home Depot

- Plumbing: Ferguson, W.A. Bragg, Landrum
- Flooring: LL Flooring, Kirkland's, Floor & Décor, Lowe's, Home Depot, Home Outlet
- Doors: Home Outlet

Customer (Owner)-Supplied Materials

While supplying your own materials may offer cost savings or allow for personal customization, Customer-supplied materials may cause delays, compatibility issues, or warranty limitations. Customers are responsible for ordering, inspecting, and ensuring the suitability of any materials they provide. Workmanship is warranted on installation only. Product defects remain the responsibility of the manufacturer and/or homeowner. Delays caused by owner-supplied materials, backorders, missing components, damaged products, or incorrect quantities may result in schedule extensions and additional labor charges.

Material Quality & Responsibility

The Owner agrees that all materials supplied will:

- Be new, unused, and of standard quality
- Be free from defects at the time of delivery
- Meet applicable codes and requirements
- Be suitable for installation in accordance with the NAHB Residential Construction Performance Guidelines (latest edition)

The Owner assumes full responsibility for verifying that all supplied materials meet these standards.

Inspection of Materials

The Owner (or designated representative) must be present when Owner-supplied materials are delivered and/or unpacked.

At that time, the Owner agrees to:

- Inspect materials for damage, defects, and completeness
- Confirm all items are correct and acceptable

If the Owner is not present at the time materials are unpacked, the Owner:

- Waives any claims against Clean N Brite for damaged or missing materials
- Agrees to hold Clean N Brite harmless for such issues

Warranty & Installation

Clean N Brite provides no warranty on Owner-supplied materials.

Our responsibility is limited to:

Installing materials in accordance with industry standards and the NAHB Residential Construction Performance Guidelines (latest edition). We do not guarantee:

- Product performance
- Longevity
- Manufacturer defects

If a material fails, is defective, or malfunctions:

- The Owner is responsible for repair, replacement, and related costs
- Additional labor charges may apply for removal and reinstallation

Damage & Liability

Any damage caused by failure of Owner-supplied materials—including damage to adjacent areas or systems—is the sole responsibility of the Owner.

Clean N Brite will only be responsible for labor-related issues if it is determined by a neutral third party that the damage was caused solely by improper installation.

Non-Preferred Vendors & Product Sourcing

Products purchased outside of Clean N Brite's approved vendor network are considered non-preferred materials.

- These materials are not eligible for labor warranty coverage
- Clean N Brite is not responsible for defects, replacement, or performance issues
- Any labor required for replacement or repair will be charged to the Owner

Preferred Vendor Advantage

When materials are purchased through Clean N Brite's approved vendors:

- We can assist with warranty claims and replacements
- Vendors provide contractor-level support and coordination
- Issues can often be resolved more quickly and efficiently

Decorative & Owner-Selected Items

Certain items are typically homeowner-supplied due to personal preference, including:

- Light fixtures and chandeliers
- Mirrors and decorative elements
- Specialty hardware and finishes

Clean N Brite will install these items; however:

- They are not warrantied if purchased outside approved vendors
- Labor charges may apply if replacement is required due to defects

Leftover Materials

Materials are often ordered in excess to ensure sufficient quantities are available to complete the project. Unused materials may be returned for supplier credit, retained by Clean N Brite for warranty service, or otherwise disposed of at Clean N Brite's discretion unless otherwise specified in writing.

Step 4: (Pre-Construction & Jobsite Preparation)

Preparing Your Home

Prior to demolition, we ask that you prepare the work area to ensure a safe and efficient start:

- Remove all items from areas under construction (e.g., cabinets, closets, countertops)
- Clear pathways for crews and materials to move in and out of the space
- Remove or relocate fragile or breakable items
- Move valuable or irreplaceable belongings away from the project area.

Valuables & Personal Property

We strongly recommend removing or relocating personal valuables, including:

- Jewelry
- Cash
- Important documents
- Family heirlooms

CNB is not responsible for loss or damage to personal items left near the construction area.

Wall Hangings & Vibration Notice

If your project involves exterior or structural work:

- Please remove all **pictures, artwork, and wall hangings** from affected walls
- Construction vibrations may cause items to fall and be damaged
- Do not re-hang items until the project is fully complete

Homeowners are responsible for removing wall hangings and protecting these items prior to construction.

Furniture & Appliance Moving

If moving furniture or appliances is included in your project:

- CNB will take reasonable care when moving furniture or appliances. However, due to the size, weight, age, or condition of certain items, we cannot guarantee that damage will not occur during handling or relocation.

We recommend removing or relocating high-value or delicate items in advance.

Living in the Home During Construction

If you plan to remain in your home during the project (especially for kitchen remodels), we recommend setting up a temporary space, such as:

- A small prep area or “wet bar”
- Coffee station
- Microwave and basic food storage
- Snacks and beverages

This will help minimize disruption to your daily routine during construction.

Access to Property

To keep your project running smoothly and on schedule, we ask that you:

- Allow us to provide a lockbox with a house key for crew access
- Allow crews to enter and exit the property without interruption

- Avoid restricting daily work hours whenever possible
- If you have specific scheduling needs, please notify our office as early as possible so we can plan accordingly

How to Reach Us

Your contacts will be:

Wendy, Project Coordinator 706-691-8317
Robert, Project Coordinator 706-607-4133
Kay, Project Specialist 706-863-2427
Craig Sowinski, Owner/Estimator 706-607-4134

For general questions, please contact your Project Coordinator or our office during normal business hours. For emergencies involving active property damage, safety concerns, or urgent project issues, please contact us immediately.

Project Concerns

- If you have any concerns during the project, please contact us.
- We are committed to addressing issues quickly and professionally when they arise.
- Open communication helps resolve concerns before they escalate.

Office Hours & Project Management

Our standard working hours are Monday through Thursday, 8:00 AM – 5:00 PM and Friday 8:00 AM to 3:00 PM. From time to time, we may request to work evenings or weekends to stay on schedule or better serve your project. CNB will coordinate all employees, subcontractors, and trades involved in your project. We will also work directly with local building officials and inspectors to schedule and meet all required inspections and ensure quality standards are met.

Communication Standards

We will respond to phone calls, emails, and text messages as promptly as possible during normal business hours. We strive to respond to most customer communications within one business day.

Your Project Coordinator will keep you informed about project progress, scheduling changes, and important decisions. If a schedule change occurs, we will communicate it as soon as possible.

How You Can Help

To keep your project moving efficiently, we ask that homeowners:

- Respond to requests for selections and approvals promptly.
- Communicate questions or concerns as soon as they arise.
- Keep decision-makers available when important project decisions are needed.

Project Updates

We will provide regular updates regarding the status of your project.

Updates may include:

- Completed work
- Upcoming work
- Schedule changes
- Material status
- Inspections
- Decisions needed from you

There may be times when little or no visible work is occurring on-site. During these periods, we may be coordinating inspections, scheduling trades, ordering materials, awaiting permit approvals, or managing project logistics behind the scenes.

Project Coordinator Quality Control Process

To help ensure your project meets Clean N Brite's quality standards, a Project Coordinator will oversee your project throughout construction.

Your Project Coordinator may:

- Visit the jobsite regularly during construction.
- Review completed work for quality and accuracy.
- Coordinate employees, subcontractors, inspections, and material deliveries.
- Monitor project progress and scheduling.
- Address questions, concerns, or unexpected conditions that arise during construction.
- Document project progress with notes and photographs.

Our goal is to identify and address potential issues early rather than waiting until the end of the project. Regular oversight helps maintain quality, improve communication, and keep your project moving forward efficiently.

Jobsite Expectations

Jobsite Cleanliness

All CNB employees and trade partners are required to maintain a **clean and organized job site** throughout the duration of the project. This is done both for safety and to respect your home and living environment.

What Cleanliness Means to Clean N Brite

We make every effort to maintain a clean, safe, and organized jobsite throughout your project.

The work area will be broom-swept and straightened daily

- Floors in high-traffic areas are typically protected with coverings
- Plastic barriers may be installed to separate construction areas from living spaces, as needed

If you would like a full home cleaning after project completion, we can include that service in your quote for an additional fee.

Facts About Construction Projects

Understanding the realities of construction will help set proper expectations and avoid surprises along the way.

Dust

No matter how much preparation is done, dust is unavoidable. Fine particles may travel to areas of your home far from the construction zone.

To help minimize dust:

- Close off the construction area as much as possible
- Avoid running HVAC systems that circulate air from the work area
- Consider blocking vents/returns in the construction zone (consult an HVAC professional first)
- Use and regularly change HVAC filters

Important: Filter replacement is the homeowner's responsibility, unless otherwise agreed upon.

Noise

Construction is inherently noisy.

You can expect:

- Power tools (saws, sanders, nail guns)
- Air compressors
- Frequent activity throughout the day

If possible:

- Plan for limited quiet time during work hours
- Avoid scheduling work-from-home activities near the construction area

Unexpected Conditions & Delays

There may be periods when little or no visible work is occurring on-site. During these times, we may be coordinating inspections, scheduling subcontractors, ordering materials, awaiting permit approvals, or managing other project logistics behind the scenes.

Construction projects often involve unknowns that cannot be identified until work begins.

Examples include:

- Hidden structural issues
- Rotted wood
- Outdated or non-compliant construction
- Required code upgrades

These conditions may affect:

- Project timeline
- Project cost

Additional factors that can impact scheduling:

- Weather conditions
- Inspector availability
- Trade partner scheduling
- Material availability

Decision-Making

Throughout your project, you will be asked to make numerous decisions, such as:

- Fixture placement (lighting, outlets, plumbing)
- Material finishes (hardware, fixtures, surfaces)
- Layout details and final positioning

These decisions are critical to achieving your desired outcome and may come up quickly during construction.

We ask that you:

- Be available to make decisions in a timely manner
- Provide clear direction when requested

Delays in decisions may impact the project schedule.

Side Arrangements

To protect the quality, safety, and integrity of your project, Clean N Brite Home Improvements requires that all work related to your project be performed under our direct supervision and contract.

Homeowners agree not to enter into any side agreements or separate contracts with any of Clean N Brite's employees, subcontractors, or vendors for additional work—either on this project or any other project—for a period of one (1) year following project completion, unless expressly approved in writing by Clean N Brite.

Step 5: Demolition, Existing Conditions & Salvage Materials

Dumpster Use Policy

Company dumpsters are for authorized use only. Unauthorized use creates safety and liability risks.

Customers may not place any materials in our dumpsters without prior written permission. Unauthorized use may result in additional fees or removal of service.

Salvageable Materials

All materials removed during the project that are considered salvageable remain the property of the homeowner. Unless Clean N Brite is notified in writing prior to the start of the project, all removed materials will be assumed to be unwanted and will be disposed of accordingly.

If the homeowner wishes to retain any materials, please:

- Identify those items before demolition begins
- Clearly communicate instructions to our team in advance

Clean N Brite is not responsible for the preservation, storage, or condition of materials not specifically identified for retention prior to project start. Clean N Brite makes no representation that existing materials can be removed without damage and assumes no responsibility for breakage resulting from normal removal procedures.

Reuse of Existing Materials (Salvage & Reinstallation)

From time to time, projects may include the reuse of existing materials or fixtures. While we make every reasonable effort to remove and reinstall these items carefully, some materials may not withstand removal due to age, wear, or existing condition.

Common items that may not be reusable once removed include:

- Light fixtures (due to outdated or brittle wiring)
- Plumbing fixtures
- Trim or molding
- Doors and windows
- Other aged or fragile components

If a previously installed item cannot be salvaged or reused after removal:

- Clean N Brite is not responsible for replacing the item
- The cost of replacement materials and any additional labor will be the responsibility of the homeowner

This determination will be made based on the condition of the material at the time of removal.

Step 6: Punch List & Project Completion

As your project nears completion, you may begin to notice small items that need adjustment or finishing.

These items are compiled into what is known as a punch list.

We ask that you take time to walk through your project and identify any items that need attention. If you are unsure whether something is normal, please ask—we are happy to clarify.

Creating Your Punch List

To help us efficiently address final details, please:

- Mark items clearly using blue painter's tape where applicable
- Create a written list of items and submit it to our office

It is important that punch list items are identified before final completion, rather than after the project is finished.

Final Touches & Timing

Punch list work may require one or more return visits to fully complete. In some cases, certain items may take longer than others due to:

- Material availability (e.g., backordered or damaged items)
- Special orders or replacement parts
- Final trade scheduling

Our priority is to ensure all details are completed correctly—even if a few items require additional time.

Project Completion & Final Payment

Once all punch list items have been addressed to completion, the project enters final completion.

At that time:

- A Certificate of Completion Form will be signed by the homeowner
- This confirms that the project scope has been fulfilled
- The final payment is due upon completion of the documented punch list and execution of the Certificate of Completion.

Completion of the punch list marks the transition from active construction to any future warranty-related service needs.

Customer Feedback, Reviews & Referrals

Your satisfaction is important to us. After your project is complete, a member of our team may contact you to discuss your experience and ensure we met your expectations.

We May Ask About:

- The quality of workmanship
- Communication throughout the project
- Scheduling and project management
- Jobsite cleanliness
- Overall satisfaction with the completed project

Reviews & Referrals

If you are pleased with your experience, we may ask you to:

Leave a Google or Facebook review

Provide feedback that helps us improve our services

Recommend us to family, friends, or neighbors who may be considering a remodeling project

Continued Support

Even after your project is complete, we remain available to assist with warranty-covered workmanship concerns and answer reasonable questions about your completed renovation.

Step 7: Additional Policies & Warranty Information

Payment Expectations & Dispute Prevention

- All payments are due according to the schedule outlined in your contract.
- Payments must be made on or before the due date to avoid project delays.
- Payments are due according to the approved draw schedule. Failure to make payment within three (3) days of invoice may result in work stoppage until the account is brought current. Any resulting delays, remobilization costs, or additional expenses may be the responsibility of the homeowner.

Dispute Resolution Commitment

Both parties agree to make a good-faith effort to resolve any concerns directly before escalating the matter. Most issues can be resolved quickly through clear communication and documentation.

Collections & Payment Enforcement

In the event that any balance remains unpaid, you agree to be responsible for all costs associated with collection, including but not limited to:

- Attorney's fees
- Court costs
- Filing fees
- Collection agency fees

Any outstanding balance, including these additional costs, will accrue interest at a rate of 1.5% per month (18% annually), or the maximum rate permitted by law—whichever is lower—until paid in full.

Insurance Claims

After a loss or disaster, we understand your goal is to return your home to normal as quickly as possible—and Clean N Brite Home Improvements is committed to helping you through that process.

Insurance claims can sometimes be confusing, especially if you have not been through one before. There are typically three parties involved:

- The homeowner (you)
- The insurance company
- The contractor (Clean N Brite)

It is important to understand that Clean N Brite works directly for you, the homeowner—not the insurance company. This is why all contracts are entered into between you and Clean N Brite.

Financial Responsibility

As the property owner, you are ultimately responsible for:

- Understanding your insurance coverage
- Communicating with your insurance provider
- Paying for the full cost of the project

Important:

You are personally responsible for the total cost of the work outlined in your contract, regardless of the amount reimbursed by your insurance company.

Insurance Payments & Coverage

- Insurance reimbursements are based on your specific policy coverage
- Not all items or costs may be covered by your insurer
- Any differences between insurance payouts and the total project cost are the homeowner's responsibility

After Completion: Warranty Items

Any items identified after the final punch-list completion and walk-through are considered warranty items.

- Warranty items are addressed in a separate service visit
- They are scheduled based on Clean N Brite's availability
- Warranty requests do not delay final payment

The following section outlines Clean N Brite's workmanship warranty, warranty limitations, claim procedures, and responsibilities of both parties.

Warranty Coverage

Clean N Brite Home Improvements ("CNB") warrants that all labor performed under its contract with the homeowner ("Owner") will be free from defects in workmanship for a period of one (1) year from the date of substantial completion of the project. For purposes of this warranty, "Substantial Completion" means the date the project is sufficiently complete for its intended use and the final walkthrough has been completed or scheduled. This warranty applies only to workmanship and does not extend beyond the one-year period.

What Is Covered

This warranty covers labor performed by CNB and its authorized subcontractors as outlined in the contract. If a defect in workmanship is identified during the warranty period, CNB will, at its sole discretion:

- Repair, or
- Correct the defective work
- at no additional cost to the Owner.

What Is Not Covered

This warranty does not cover:

- Normal wear and homeowner maintenance items are not considered warranty issues. These include:
- Caulking maintenance
- Natural settling or minor drywall movement
- Expansion and contraction of materials due to seasonal changes
- Minor paint touch-ups over time

These are normal aspects of homeownership and require periodic maintenance by the homeowner.

- Appliances, fixtures, or equipment, including plumbing and electrical fixtures
(Manufacturer warranties may apply and can be provided to the Owner upon request)
- Materials, fixtures, or products supplied by the Owner or third parties
- Normal wear and tear
- Damage caused by misuse, abuse, neglect, or lack of proper maintenance
- Damage caused by weather events, flooding, fire, or other acts of God
- Structural movement, settling, or pre-existing conditions beyond CNB's control
- Any work that has been modified, repaired, or altered by anyone other than CNB or its authorized representatives

How to Submit a Warranty Claim

Warranty claims may be submitted in writing by email, text message, or other written communication approved by CNB. Please include:

- A clear description of the issue
- Photos, if available

CNB will:

- Acknowledge receipt within three (3) business days
- Evaluate the issue to determine if it is covered
- If the issue is determined to be covered, repairs will be scheduled and completed within a reasonable timeframe.
- Emergency situations will be addressed as promptly as reasonably possible.

Limitations

- This warranty applies only to the original Owner
- Coverage is limited strictly to the original scope of work
- CNB's obligation is limited to repair or correction of defective workmanship only
- No refunds, upgrades, or monetary compensation are provided under this warranty.

No Additional Warranties

This is the sole and exclusive warranty provided by CNB.

No employee, salesperson, or representative is authorized to:

- Modify this warranty
- Extend this warranty
- Provide any additional warranties beyond what is stated herein

If any provision of this warranty is found to be unenforceable, the remaining provisions shall remain in full force and effect.

Final Follow-Up Process

Our relationship doesn't end when construction is complete.

Following project completion, a member of our team may contact you to ensure you remain satisfied with the finished project and to answer any reasonable questions you may have about your renovation.

During Our Follow-Up We May:

- Confirm that the completed work continues to meet your expectations.
- Verify that all punch list items were addressed satisfactorily.
- Discuss any warranty concerns that may have arisen since completion.
- Request feedback that helps us improve our services.
- Thank you for your business and ask for referrals if you know someone considering a remodeling project.

Our Goal

We strive to build long-term relationships with our customers, not simply complete individual projects. Your satisfaction and confidence in recommending Clean N Brite are important to us.

***Thank you for taking the time to read this.
We look forward to working with you!***

Acknowledgement of Receipt

I acknowledge that I have received and reviewed the Clean N Brite Home Improvements Expectations Manual.

Owner Signature: _____

Printed Name: _____

Date: _____

Co-Owner Signature (if applicable): _____

Printed Name: _____

Date: _____