



CAROLINA
FOUNDATION
SOLUTIONS, LLC

P.O. Box 2228
Burlington, NC 27216

877 - 770 - 7050

WHAT TO EXPECT: STEP BY STEP PROCESS



1

Initial Call. A company representative will take your call, ask a series of questions in an effort to confirm your concerns and issues then coordinate a time for a technical sales consultant to visit the property to provide a consultation FREE of charge.

2

Employee Profile. If an email address is provided, an employee profile will be sent prior to the arrival of the technical sales consultant.

3

Assessment. The technical sales consultant will arrive promptly for the scheduled visit. He or she will ask a series of questions in an effort to learn about the history of the structure and property, to learn about existing issues and to understand what concerns and/or questions you may have. The assessment can take between 15 minutes to an hour depending on existing conditions, size of structure and/or extent of issues.

4

Proposal. Upon completion of the full assessment, the CFS representative will provide honest feedback, guidance and recommendations. *In the event that structural issues are suspected, it could require the services and assistance of a licensed professional engineer.* Once the necessary and required steps have been completed, we shall then provide a formal and thorough proposal for the best possible solution.

5

Signed Proposal. For issues which require our repair solutions and for property owners who wish to receive our services, we request that a signed proposal be returned via mail, email or fax. Once received, the job is promptly placed on our schedule. We recognize that many repairs are time sensitive, so we make every effort possible to meet every customer's scheduling demands.

6

Public Utility Lines Marked. Once the job has been scheduled, when and where it is applicable, we then place a request to have all public underground utility lines marked and located.

7

Crew Assigned. Once the job has been scheduled, our Operations Manager will ensure that all the necessary material, equipment and tools are ready and available for the crew which has been assigned. Each of our crews consist of personnel that are employees of CFS and that meet the requirements of our high standards. We perform a background check on each employee and require that each of our employees have a valid driver's license and undergo routine drug screening. Each crew operates under the direction of an assigned crew leader. Each of our crew leaders must undergo routine training and are certified installers with the manufacturers of the various products we offer and install. Each crew is equipped with a tablet that contains all instructions, forms, documents and notes for each project. Upon arrival to the property, the crew leader will formally introduce him or herself, answer any initial questions and/or address any special requests.

8

Repair Service Completed. Our experienced team of professionals will complete the repair. Upon completion, the crew leader will review a check list of the tasks performed with the client to ensure the repair was done to satisfaction.

9

Warranty Certificate. Upon full payment received, a warranty certificate for applicable repairs and any remaining documents will be provided.

10

Leave a Review. Tell us what you think. How did we do? Find us on Google or visit us on Facebook to leave a review.