
We often find that unmet and unclear expectations, or simply the lack of communicated expectations, result in a variety of emotional stressors and difficulties throughout a project. Here is a list of some important things to understand and expect!

PERFECTION

As the saying goes, "If something can go wrong, it will." Unfortunately, mistakes happen and some things will be done twice but what we emphasize is that we don't leave things in their flawed state. The more we work as a team, the quicker things will get back on track. Part of our job is to define the industry tolerance level based on our professional experience.

TIME SENSITIVITIES

At times an emergency decision will need to be made. Remember that you hired us to be the experienced professional that we are. Should we need to make an emergency decision and you are not available, our team will make an informed decision based on the available information.

LEAD TIMES & UPDATES

We will keep you updated on the progress of orders and projects and share the information that we receive from vendors and suppliers. Often times, actual timelines are longer than what is estimated. Keep in mind that this information may not always be accurate and it may not always be what you wish to hear. Occasionally, an item may be out of stock or on back order. Generally, the vendor will give us an expected ship date. There is no guarantee that the date will be accurate.

RETURNS

Sometimes a vendor will allow merchandise to be returned with a restocking fee. This fee ranges from 10% to 60% plus the freight to return the item. Sometimes a vendor will allow cancellations if the items have not been shipped. Often there is a cancellation fee. If you have requested a return or cancellation, any fees charged by the vendor will be reflected on your next invoice.

DEADLINES

We want to show off the finished product as much as you do, however, parties and holidays do not make things happen sooner. The use of threats, cajoling, bribing, etc. will not speed up the process but rather make an enjoyable experience become stressful and unpleasant for all parties.

DAMAGED GOODS

Materials and selections may be damaged in shipment. The solution may be in the form of discounts, pick up and reshipping of the item, or local repair and the vendor usually makes this decision. We will resolve this in a timely manner.

PROTECTION

Construction is messy! We work hard to keep your home as clean as possible but some messes are unavoidable. We clean up after ourselves. Stain protection on carpet and other fabrics does not mean it is dirt resistant, but rather that it is easier to remove some stains. We always recommend a professional cleaning after the completion of a job and it is up to your discretion if you would like this service.

TILE AND NATURAL STONE

Because natural stone is made in the earth, there will be variations in that no two will be exactly alike. This is the natural beauty of stone and is to be appreciated. Porcelain and ceramic tiles are man-made. If you are combining different sizes of tiles in the same pattern and color, the dye lots may vary from each lot. Within industry tolerance, these should be considered as the same variance as in natural stone and appreciated.

MISTAKES, CORRECTIONS, & UNKNOWNNS

Construction is a messy and complex process. Part of our job is to ensure everything is completed according to industry standard, but the process to completion is not a process of perfection. Along the way, there will be hiccups, mistakes, and corrections. Problems will arise, and we will find a solution. You will not be charged for our or our team members' mistakes. Patience will be important in working through mistakes and unforeseen circumstances. We can't guarantee a project without them but we can guarantee that we will work hard to solve problems. Please keep in mind industry standards and tolerance levels for certain products and processes.

ARCHITECTS & INTERIOR DESIGNERS

The Dan Company is a fully licensed General Contractor, we are not a design-build firm, nor Architects, nor Interior Designers. As such, these are services that we do not provide. We are contracted to execute work described in drawings provided to us by, architects, or other construction professionals you may hire. If drawings are required or requested, DanCo may provide rough sketches which will be billed for at the hourly project management rate which includes any time associated with procuring information for and/or generating said drawings. If you need an Architect or Interior Designer, we have many colleagues we can recommend. Please contact the office for more information or questions!