



Representative Signature: _____

Date:

Dear customer,

On behalf of everyone here at Pacific Restore, I would like to welcome you as a new customer. I am sorry we are meeting under these circumstances, and that you are experiencing a property disaster. Rest assured that we are here to help!

As the owners of Pacific Restore, we want to give you our personal commitment that we will strive to provide the best customer service possible throughout the time we are working on your property. Getting your personal property ready for rebuild in a professional manner is something that we take very seriously.

We pride ourselves in offering our customers excellent communication so that you are aware of what is going on in your property every step of the way. Our customers are the most important part of our business, and we want you to be satisfied with the work performed. Our goal is to end this project with a 5-Star Google Service Rating. If you ever feel that you are receiving anything less than that level of service, please feel free to reach out to us so we can discuss your concerns.

This is most likely a stressful time, and you are likely to have questions. When questions arise, please feel free to reach out to the lead technician or project manager, they are great resources to help make sense of the process. They are happy to answer any of your questions.

Thank you for choosing Pacific Restore as your property restoration professionals.

Respectfully,



James Wardle, Owner
Smith, Owner

Derek



Dear valued customer,

Enclosed are some great materials to help you understand your role in the process. I recommend familiarizing yourself with the “Customers Right to Know” and the “Talking Points” information provided in your welcome packet.

Once the project is complete, you will enter the billing phase.

Insurance Claim

- We are contracted directly with you, when your project is complete, we will bill you directly and a courtesy copy provided to your insurance carrier on the billing email.
- To ensure payment of your claim, you will need to contact the adjuster every few days until confirmation of payment is received. We recommend keeping records of your communication.

Self-Pay

Prior to commencement of your project, we will provide an “initial assessment.” This assessment is subject to change as the scope of work may change when the project gets started. We require a 50% deposit of that initial estimate and a signed work authorization before we begin your project. Once the project is complete, your remaining balance must be paid in full.

What happens if my invoice is not paid within 30 days?

- A 4% late fee is assessed each month and invoices unpaid.
- To ensure our rights to payment, at 40 days from invoice date the lien process is initiated, and fees associated with the process will be assessed to the invoice.

If you have any questions about this process or anything related to the work at your property, please feel free to contact our office.

Sincerely,

James Wardle & Derek Smith

Owners, Pacific Restore