

Warning Signs

Warning Signs During Interviews

Avoid remodelers at all costs when:

- You can't verify the name, address, telephone number or credentials of the remodeler.
- The salesperson tries to pressure you into signing a contract.
- The company or salesperson says your home will be used for advertising purposes so you will be given a "special, low rate."
- The builder/remodeler tells you a special price is available only if you sign the contract "today."
- No references are furnished.
- Information you receive from the contractor is out-of-date or no longer valid.
- You are unable to verify the license or insurance information.
- You are asked to pay for the entire job in advance, or to pay in cash to a salesperson instead of by check or money order to the company itself.
- The company cannot be found in the telephone book, is not listed with the local Better Business Bureau, or with a local trade association, such as NARI.
- The contractor does not offer, inform or extend notice of your right to cancel the contract within three days. Notification in writing of your Right of Recision is required by law. This grace period allows you to change your mind and declare the contract null and void without penalty (if the agreement was solicited at some place other than the contractor's place of business or appropriate trade premises-in your home, for instance.)

In addition, be cautious when:

- You are given vague or reluctant answers.
- The contractor exhibits poor communication skills or descriptive powers.
- The contractor is not accessible.
- Your questions are not answered to your satisfaction.
- The contractor is impatient and does not listen.
- Only the work is addressed, instead of your needs as the homeowner.
- There is no presentation book of previous projects presented.