

SENSE FIVE – CLIENT ONBOARDING & EXPECTATIONS

Welcome to Sense Five. We're excited to work with you and appreciate the opportunity to bring your project to life. This checklist outlines our expectations for a successful project.

1. REPRESENTATION

- Anyone acting on your behalf (family, site manager, designer, etc.) is considered authorized to make decisions.
- You are responsible for decisions made by your representative.

2. MATERIALS & SCOPE

- We do not offer general painting services. If painting is needed, it will be billed at \$115/hr + materials, or you may hire your own painter.
- We do not accept client-supplied materials unless approved before the job starts and accompanied by a spec sheet. Approval does not guarantee use.

3. CHANGE ORDERS

- All change orders must be approved in writing within 2 business days.
- Delays in approval may result in a \$75/day holding fee or rescheduling.
- Change orders left unapproved for more than 10 business days may be cancelled.

4. BATHROOM ACCESS

- A clean and accessible bathroom must be provided for the duration of the project.

5. SITE READINESS

- Access routes must be clear, and the workspace must be free of obstacles or debris.
- Unanticipated delays caused by other trades or site conditions may result in rescheduling or additional charges.

6. SCHEDULING

- We schedule based on site readiness. If delays arise from the client, other trades, or late decisions, we may reschedule at our discretion.
- Overtime caused by overlapping jobs or delayed access may be billed at \$150/hr.

7. TRADE DAMAGE

- Touch-ups due to trade damage are billed at \$125/hr for standard work and \$175/hr for specialty work, plus materials and travel.

8. EXISTING OR THIRD-PARTY WORK

- We do not guarantee or warranty work over surfaces finished or prepped by others. This includes DIY, other contractors, or previous work.

9. SUBCONTRACTORS

- Trades hired by Sense Five work under our direction. Do not hire or direct them independently.
- Direct client-trade interactions may compromise our warranty and transfer liability to you.

10. PERMITS & COMPLIANCE

- It is your responsibility to ensure all permits and code compliance are met unless agreed otherwise in writing.

11. PHOTOS & DOCUMENTATION

- We document our work with photos and video for quality control and project protection unless you request otherwise in writing.

12. PAYMENTS

- A 30–50% deposit is required depending on scope.
- Final payment is due within 5 business days of project completion.
- Late payments are subject to a 2% monthly fee. Projects unpaid after 30 days may be sent to collections or have liens placed.

13. COMMUNICATION

- Clear and prompt communication is key to a successful project.
- Please raise concerns early. Late changes or assumptions can lead to delays, added costs, or compromised results.

By moving forward with Sense Five, you agree to these conditions and acknowledge your role in supporting a smooth, professional project.

Questions? Reach out anytime.