

# Frequently Asked Questions

## **How much will my repair or service cost?**

Part of our commitment to integrity is the promise to provide the most accurate information possible. This especially includes estimates. For larger jobs, we provide a detailed written estimate after we have spoken with our client, reviewed the site and fully understand what needs to be done. There is a fee for on-site estimates for larger jobs.

## **Is there an easier way?**

Yes, for small and medium repairs, and if the client is willing and able to provide a photograph(s) via email, we may be able to provide an estimate based on that information and a phone consultation. We are looking for things that would complicate a basic service such as: corrosion, dry rot or code compliance issues. There is typically no charge for remote estimates.

## **How soon can you come out?**

Plum Perfect, Inc. is available 24/7 for emergency repairs. For non-emergency repairs, we will work with your schedule to provide a response as soon as possible, usually within 24 hrs.

## **Is Plum Perfect licensed?**

Yes, Plum Perfect is fully licensed, insured and bonded. Your protection is very important to us.

## **Is your work guaranteed?**

Yes. Plum Perfect, Inc. provides a 1-year warranty for all work that we perform. Fixtures are covered by the manufacturer.