



Thank you for considering Ryerson Brothers Construction for your construction project. Below is an overview of what you can expect to occur during your building process. We hope that it answers some of your questions about how we will complete your project.

CONTRACT- Once the RENOVATION/REMODELING PROPOSAL has been presented and you are comfortable with the scope, price and basic design (if applicable), you are asked to sign our proposal (or full contract for larger projects) and submit a 30% deposit for the work. This deposit is non-refundable, so please be sure that you want us to do your job! Once we have the signed proposal/contract we will put your project on our Production Board, begin work on final design/plans and start to schedule the various aspects of your project. A typical start time for actual work from the date of contract signing can be 3-6 weeks.

PERMIT- If your job requires a permit, we will start the permitting process with the municipality. Please note that the current state of the building industry is extremely busy and we are seeing this reflected in the permitting process. Permits have been taking 4-8 weeks to approve with several revisions and resubmittals.

SELECTIONS/DESIGN- You have some “homework” to do. Our policy is for all design and selections made by you, for your project to be completed prior to the start of any work at your home. This means that you must finalize floor layouts, design questions, cabinet layouts, countertop selections, tile selections, paint colors, plumbing fixtures, lighting options, etc. before any dust flies. Of course, we will work with you on design and plans if that is part of the contract and will help walk you through the material selection process, producing a final selection sheet with all of your chosen materials/details so that you can sign-off and we can order. Please know that because these selections are made prior to the start of the project, we can move much faster during production.

START OF WORK- Once selections are made and your permit is issued, we will start your project. At this time, we will be able to give you an estimated time of completion for the work that we have been contracted to complete. Please know that this is only a forecast. As noted concerning permits, the current state of the industry causes many of our subcontractors and suppliers to be extremely busy. Many times, our schedules for the various components of your project are pushed off by several days/weeks due to their schedules and commitments. These delays are often beyond our control and can affect the schedule of your project.

PRODUCTION/PROGRESS BILLING- Please know that we will work hard to keep your project moving consistently and will inform you of variations in our plans for production if they occur. Invoicing for your project will be done as PROGRESS INVOICES throughout the course of the work unless otherwise noted in your contract. These draws are requested at the START of the various stages in your work (start of framing, start of drywall, installation of cabinets, etc.) and are expected to be paid upon receipt.

ADDITIONAL WORK AUTHORIZATIONS (AWAs)- Otherwise known as “change orders” in the industry. Projects change due to various factors. Sometimes more work is required because of hidden damage or code requirements that are requested by the municipality. At other times, you have great ideas in the middle of the

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project and you want additional work to be done while you are in construction. We understand that dust generates inspiration and are glad to help you with those! Please know, however, that those changes are extremely costly if they occur after the design/estimating phase when the contract is already signed, the selections are made, and we have already started the project. Because of this, if it is a change that you request (not caused by something out of your control), we will stop the job and get pricing for your requested changes and then have you approve and pay for the change in full before proceeding with your work. Below is a chart showing how we charge for AWAs.

- Actual cost of Labor and Material for the change, divided by .70 (Yielding at 30% margin for us)
PLUS ONE OF THE FOLLOWING
- One-time AWA FEE- Cost of change as figured above \$1-\$7,500- **\$250 AWA FEE**
- One-time AWA FEE- Cost of change as figured above \$7,501-\$20,000- **\$500 AWA FEE**
- One-time AWA FEE- Cost of change as figured above \$20,000 and above- **\$750 AWA FEE**

We charge these amounts for requested, additional work because mid-project changes slow down our progress, take additional time for our superintendents to research the added costs of labor and materials and reorganize the job, cause our subcontractors to delay and reschedule your work- sometimes having to redo portions of it to accommodate your changes, and ultimately affect the overall schedule of your project. Changes cost time and money. Because of this, we encourage you to have all selections and design changes completed prior to the start of any work.

PROJECT COMPLETION AND FINAL INVOICING- As we come to the end of your project, we will invoice for 95% of the contracted price and leave the remaining 5% as a RETAINAGE for you against the contract. This acts as incentive for us to complete your work and take care of all final details which the industry calls “punch items.” We will walk the project with you as we near the end and create a punch list detailing all touch-ups and small items that must be completed in order for us to be done with your project. We want satisfied customers! During that meeting, we ask you to sign a WALK-THROUGH FORM which states that the project is substantially complete but lists the final punch items on which all parties agree. We will then complete that agreed list and bring your project to completion. It is then that we will invoice the project for the final 5%. No CERTIFICATES OF OCCUPANCY or WARRANTIES are issued until the project has been paid in full.

WARRANTY- We warrant and guarantee that all materials and equipment incorporated in the work as specified in the estimate and signed proposal/contract will be new unless otherwise specified, that all work will be of good quality, free from faults and defects when originally installed, and that materials and workmanship will remain free from faults and defects for a PERIOD OF ONE YEAR from the date of substantial completion as established by the WALK-THROUGH FORM or specified on the CERTIFICATE OF OCCUPANCY as issued by the governing municipality. The warranty is non-transferrable and does not cover normal wear and tear. It should also be noted that the duration of some manufacturer warranties may surpass that of the RBC Warranty. In these cases, it is the owner’s responsibility to contact said manufacturers for any claim or defect beyond RBC’s stated warranty period.

Thank you for your trust in us! We look forward to working with you.

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