STONESCAPE STEEL ROOFING
HONESTY - INTEGRITY - QUALITY

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Our Pledge

Owning a home is a major investment. At Stonescape Steel Roofing we know how much you value your investment and how hard you work to maintain your home. Owning a home should be a great source of pride for you and we want to help build on that pride and enjoyment. The most effective way that we know to assure you of a memorable and positive experience with Stonescape Steel Roofing is to make a **pledge** for our behavior over the course of our relationship. To that end we have adopted a company **Code of Ethics** that we want to present to you:

Honesty

At Stonescape Steel Roofing we strive to always be honest and accurate in our assessment of your roofing needs. We take pride in providing our team with the training in our industry. Our management support team have over 60 years of experience in Roofing & Restoration and are always there to support our staff and our clients. We pledge to always be honest and accurate in our property assessments, suggestions and solutions. No one has all of the answers, however if there is a question that we do not know the answer to we will be hones with you and find the correct solution.

Integrity

Integrity and honesty go hand in hand. We pledge to always do the right thing for you and your home. If our workers make a mistake we will always own it and address the situation with a solutions mindset. At Stonescape Steel Roofing we back our work.

Quality

All of our warranties are clearly stated on the back of our build contracts for your piece of mind. At Stonescape Steel Roofing we offer our clients a **10-year workmanship warranty** on every roofing project. We are confident in our workmanship because whether we are installing steel, asphalt shingles or low slope roofing membranes we install each roof the same way every time without cutting corners. We pledge to always take responsibility for our workmanship and to do the right thing by our client on every project. In this way you can be assured of a quality installation that will stand the test of time

Superior Service

At Stonescape Steel Roofing we believe our customers should have the highest level of customer service in any industry. You can expect a high level of communication throughout the course of your project. We pledge to always be there to answer our client's questions and concerns and to be proactive in our approach to serving you.

Legal Compliance

We recognize that choosing a contractor for such an important project can be tough. It can be hard to know who to trust. We pledge to always obtain the appropriate permits for your project and to comply with all local building and safety requirements. All of our clients receive a copy of our current and up to date insurance and workers compensation in the presentation folders you receive upon our initial meeting.

100% Customer Satisfaction

We are committed to our client's happiness and strive for 100% satisfaction in every aspect of our business. We pledge that you will have experienced installers and qualified managers on every project. Before, during and after each project you will hear from key managers who are here to insure we are fulfilling our obligations with **Honesty, Integrity & Quality**.

Sincerely,

Robert & Erika Girard
Owners