

FAQ - Estimates and Scheduling

Last Updated Monday, 23 March 2009

Q. Are estimates free?

A. Always. The first step is to give us a call and we'll schedule a time to give you a free estimates.

Q. How long does it take for an estimate and do I have to be there?

A. A typical estimate takes only 15 - 20 minutes. We prefer the home owner be present so there is no miscommunication about what needs to be done.

Q. Do you require a deposit?

A. Yes, we require a \$250 non-refundable scheduling deposit if you decide you want us to do the work. Once we receive your deposit you will be put on the schedule to secure your place in line.

Q. Once I give you a deposit how long will it be before you start my project?

A. This depends on how busy we are which is affected by the time of year. In the summer months we typically run 2 - 4 weeks out.

Q. Are you insured?

A. Yes, we carry both workers compensation and general liability insurance. This protects our interests and yours should someone become injured while working on your property.

Q. Do you have references?

A. Yes, we can give you numerous references upon request. We have many satisfied customers all over Louisville that would be more than happy to speak with you about our work.

Q. Do you have a showroom where I can see your work?

A. We do not have a showroom per se, but we have done several samples at Suburban Steel (one of the largest concrete suppliers in our area). Their address is 13026 Forest Centre Court, Louisville, KY 40223 ([map](#)).