



With our single-source satisfaction philosophy, we make remodeling your home a simple, hassle-free experience! From start to finish, our team of professionals is here to help you through the process.

What you can expect moving forward:

Final Measure

Our office will reach out within a few days after contract signing to schedule a final measure technician visit to your property. We use multiple forms of communication when reaching out to schedule final measure. We prioritize text messaging first, phone call and voice mail second, and a last attempt will be made with e-mail. We require the homeowner be present at the final measure. We will determine the exact product sizes and address any other key details or questions you may have about your upcoming installation. Lead time generally starts after the final measure and the deposit being paid in full unless otherwise stated in your contract. Final Measure Technicians work Monday through Friday, no measures to be completed Saturday or Sunday.

- **Don't worry, no news is good news:** You will not hear from a Comfort employee again until the time of your installation. This means there are no issues with the project and the order has been successfully submitted for manufacturing.

Review Your Order

After the final measure, our production team will review measurements and all necessary paperwork (such as safety precautions, modification documents, HOA approvals, etc.) prior to ordering to ensure the process goes smoothly.

- **Third-Party Compliance:** If you live in a Homeowner's Association or own a historic property, etc., it is important to notify your product specialist or measure technician. Third-party properties require a review of the proposed work before allowing Comfort to move forward generally, therefore, an approval letter from your HOA or town is needed to proceed. Comfort is not responsible for ensuring products meet your external requirements, but we will help with the process in any way we can.

Order Your Custom Product

After the final measure, your project will be reviewed by our production team to ensure all the parts of the project are in place. Any adjustments made to the work scope at the final measure must be signed off on prior to ordering. Your product specialist will reach back out if any changes need to be made and approved. Please check correspondence for up to approximately a week after final measure as this may delay your lead time.

Schedule Your Installation

Once all products and materials are received, we will contact you to schedule your installation. We will discuss pertinent details of your project such as estimated timeframe, installation crew, start time, and balance due. Necessary preparations may include removing obstructions, shoveling/plowing, cutting back foliage, rearranging furniture a few feet from openings, removing window treatments, etc. Refer to your contract's site preparation section for specifics or click this <https://www.comfortwindows.com/job-site-prep/>

- If a Comfort installer must move any of the items listed, additional charges may be applied at the project completion.

1-800-252-0022

www.comfortwindows.com/next-steps





Arriving to Your Installation

During the scheduling of installation, you will have been given a window based on when your Comfort Installation Crew will arrive. Upon arriving on the first day of your scheduled installation, Comfort will set up a safe work zone to prevent debris or damage to other areas of your home. This is a great time to meet the crew and receive a summary from your crew leader. They will be happy to answer any questions you may have during the installation process.

Clean Up

Before leaving your property, Comfort will perform a sweep of your yard for loose nails and other debris. Comfort will handle the removal of your old product and debris from your property. In the winter debris may be covered by snow, after snow melts if you find debris please call and we will be happy to come, and finish cleaning up. We understand that it is your home and make sure to treat it with the same respect you do.

Final Walk-Through

At installation's completion, a production team member will do a final walk-through and collect final payment. Once final payment has been received, your full-service warranty is activated. If paying balance with a credit card, you may call your Comfort Branch and press 4 to make a payment over the phone.

- Albany - (518) 783-3171 press 4
- Buffalo - (716) 893-4663 press 4
- Rochester - (585) 235-7839 press 4
- Syracuse - (315) 457-0022 press 4

Survey and Feedback

A survey will be sent to you shortly after the completion of your installation. Feedback is very important to us to ensure we are meeting your expectations as well as our own. If any expectations were not met, as established by your agreement, please contact our customer service department about our Comfort Labor & Service Guarantee. Did you know that if you share your experience with friends and family, you can receive up to \$100 for referrals? Customer rewards are based on notifying our office prior to your referral moving forward with their first Comfort project.

- Consider leaving a review about your experience by going to <https://www.comfortwindows.com/next-steps/>

Did You Know?

Follow us on social media to stay up to date with Comfort events, see inspiration for your future projects, important information for homeowners through our blog posts, and social media exclusive deals.



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1-800-252-0022

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