

# How to Select a Remodeler



**Remodeling Done Right.™**



NATIONAL ASSOCIATION OF  
THE REMODELING INDUSTRY

**Remodeling Done Right.™**

The National Association of the Remodeling Industry (NARI), the only independent association dedicated to the remodeling industry, is a not-for-profit trade association with over 30 years of industry experience. NARI represents professional remodeling contractors, product manufacturers, distributors, wholesalers, retailers, trade publications, utilities and lending institutions. NARI is committed to enhancing the professionalism of the remodeling industry and serves as an ally to homeowners.

NARI's 6,000+ member-companies have access to the latest information in the industry through publications, educational programs, seminars and conferences.

The NARI professional remodeler pledges to uphold the association's strict Code of Ethics and is dedicated to advocate professionalism and integrity.

Learn more at [NARI.org](https://www.nari.org)

# Start Here



NARI's website makes it easy to find a remodeler in your area. Get inspired - learn the importance about certifications and the benefits of using a NARI member all in one place.

Visit [NARI.org/consumers](https://www.nari.org/consumers)

Have questions and want to talk to someone directly?

Call NARI at 847.298.9200

# Hire the Right Person



## **THE GENERAL CONTRACTOR**

Many home improvements may not require professional design services and can be handled by an experienced remodeling contractor. However, even small jobs need careful planning. Follow the NARI guidelines and select the right remodeler for your project. Ask if your remodeler is certified. NARI members may carry a certification and can share the benefits of advanced accreditations.



## **THE DESIGN/BUILD CONTRACTOR**

Design/Build companies benefit the homeowner by providing both quality design and construction services. A design/build contractor will be able to manage your project from start to finish, keeping design, engineering and budget in mind.



## **THE ARCHITECT**

Major remodeling projects require construction drawings to define contracts and permit requirements. If your professional remodeler does not provide design services, hire a professionally trained, licensed architect. An architect who specializes in remodeling will ensure he or she is more sensitive to special challenges your project may require.



## How to Select a Professional Remodeler

Selecting a qualified professional remodeling contractor is critical to a successful project. Be better prepared to make an informed purchasing decision. NARI's guidelines make the process easier.

### REFERENCES

- Hire a qualified remodeler with an established business in your area who works with your city or village permitting office. Local firms can be checked through references from past customers.

### REPUTATION

- Check with your state government Consumer Affairs Office and Better Business Bureau to ensure there is no adverse file on record for the contractor.

### INSURANCE

- Verify coverage. Ask to see a copy of the contractor's Certification of Insurance.
- Make sure the contractor's insurance coverage meets all the minimum requirements.
- Most states require a contractor to carry worker's compensation, property damage and personal liability insurance.

### BID PROCESS

- If you solicit bids from several different companies, be sure they are bidding on the same scope and quality of work and/or product.
- Discuss variations in bids and beware of any bid that is much lower than others.

# 10 Steps to Remodeling Done Right.™

A contract should include details about what the contractor will and will not do and is essential before the start of any project – big or small.

## CONTRACT CHECKLIST

1. Be sure the contract includes the contractor's name, address, phone, license number (*if applicable*), start and completion dates.
2. A detailed list of materials for the project should be included in your contract, with information such as size, color, model, brand name and product.
3. Consider the scope of the project and make sure all items you've requested are included. If you do not see a specific item in the contract, consider it not included.
4. Study the design plans carefully. Insist that you approve them and they are identified in your written contract before any work begins.
5. Known as the "Right of Rescission," federal law requires a contractor to give you a written notice of your right to (without penalty) cancel a contract within three business days of signing it, provided it was solicited at some place other than the contractor's place of business or appropriate trade premises.
6. Make sure financial terms are understood and spelled out in the contract. Total price, payment schedule and any cancellation penalty should be clear.
7. A warranty covering materials and workmanship for a minimum of one year should be written into the contract. The warranty must be identified as either "full" or "limited." The name and address of the party who will honor the warranty (contractor, distributor or manufacturer) must be identified. Make sure the time period and terms for the warranty is specified.
8. A binding arbitration clause is also a good inclusion in the event a disagreement occurs. Arbitration may enable you to resolve disputes without costly litigation.
9. Thoroughly review the entire contract and be certain you understand it before signing.
10. Never sign an incomplete contract and always get a final copy.



# Code of Ethics

Each member of the National Association of the Remodeling Industry pledges to observe high standards of honesty, integrity and responsibility in the conduct of business by:

- Promoting only those products and services which are functionally and economically sound, and which are consistent with objective standards of health and safety;
- Making all advertising and sales promotion factually accurate, avoiding those practices which tend to mislead or deceive the customer;
- Writing all contracts and warranties such that they comply with federal, state and local laws;
- Promptly acknowledging and taking appropriate action on all customer complaints;
- Refraining from any act intended to restrain trade or suppress competition;
- Obtaining and retaining insurance as required by federal, state and local authorities;
- Obtaining and retaining licensing and/or registration as required by federal, state and local authorities;
- Taking appropriate action to preserve the health and safety of employees, trade contractors, and clients.

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## NARI's Core Purpose

To advance and promote the remodeling industry's professionalism, product and vital public purpose.

**NARI**  
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 [NARI.org](https://www.nari.org)

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