



## Customer Questions

### **Q - Why should I choose your company?**

- A
- We utilize the most technologically advanced Customer Service Program in the industry
  - Our staff and more importantly our installation crews have the most experience in the industry.
  - When we start your project, we stay on it until your project is completed, and completed to your satisfaction.
  - We completed 446 foundation repair related projects for customer's in 2019 alone.

### **Q - Who handles the permitting and engineering process for my project?**

- A
- Dalinghaus Construction has dedicated staff that specializes in the permitting and engineering process and procedures, from the start of your project until the project is finalized.

### **Q - Where can I find more information and customer testimonials about you and your company?**

- A
- We are extremely active on social media (Facebook, Yelp, Google Reviews, Instagram, Youtube, Twitter, LinkedIn)
  - We offer tips of the day on our social media platforms
  - We offer educational videos featuring all of our own team members

### **Q - Do you offer financing?**

- A
- Yes, we offer financing with loan amounts of up to \$100,000 with industry competitive rates.
  - The financing qualification is a soft credit check and will not impact your credit score.
  - Mobile friendly qualifications in less than 60 seconds

### **Q - Is your warranty transferrable?**

- A
- Yes, we offer a 25 year transferrable warranty, not only on the material, but on the labor involved to conduct the repairs as well.

### **Q - Do you provide updates to my project and billing?**

- A
- Most definitely! We utilize a customer centric website that allows you to have your own customer log in to follow your project's schedule, progress, updates, billing info, daily logs, pictures, documents, and warranty information.

### **Q - How do you come up with a fix for home's with foundation related problems/issues?**

- A
- We utilize a series of steps and procedures. From drawing out the floor plan of your home, analyzing the physical condition of your home, and precise floor measurements to within 1/10th of an inch.

### **Q - Do you have engineers on staff?**

- A
- Dalinghaus Construction prefers to utilize independent engineering firms for your project. Utilizing independent engineering firms allows for an unbiased review of the repair recommendations to ensure that the proper and correct fix is determined for your home.