

Finding the right Contractor

The most important decision of all is choosing the right contractor for the job. We want to help you find a great contractor because even the best designs and materials can be compromised by poor installation and workmanship.

WHY CHOOSE A Unilock Authorized Contractor?

- ✔ They construct all projects in accordance with the Unilock Installation Standards
- ✔ They follow the Unilock Authorized Contractor Code of Ethics
- ✔ They keep their skills up-to-date by participating in continuing education courses
- ✔ **MINIMUM TWO-YEAR** workmanship guarantee backed by Unilock



WORKMANSHIP GUARANTEE

Unilock Authorized Contractors are required to offer a **MINIMUM TWO-YEAR GUARANTEE ON THEIR WORKMANSHIP.*** If an Authorized Contractor fails to deliver on this guarantee, Unilock will step in and back it up. We call it the **PEACE-OF-MIND WORKMANSHIP GUARANTEE** and we offer it on the work of all our Unilock Authorized Contractors.

This motivates us to ensure that we have only the very best contractors in the program, and it gives those contractors a selling advantage when they can tell homeowners that **Unilock stands behind their workmanship. Other contractors can't say this!**



*Visit Unilock.com for guarantee details.

NEED HELP FINDING A CONTRACTOR?

Contact us at **1-800-UNILOCK** or register online at Unilock.com to take advantage of our Unilock Authorized Contractor referral program. We'll match you with a local contractor who is **GUARANTEED TO DO THE JOB RIGHT.**




Contractor Checklist

Be sure to ask the right questions and keep in mind that the cheapest quote is rarely the best option. We created a summarized checklist to print off and have at-the-ready when researching potential contractors for your landscaping project.


RELEVANT EXPERIENCE

- How long have you been in the landscaping business?
- What landscape training do you have?
- How are your employees trained?
- What landscape jobs have you done similar to my project? Have you built outdoor living features such as fireplaces and grill islands?

DESIGN

- Do you offer a design service? Is there a cost for this? Is the design hand-drawn or rendered in 3D?
- Do you have a website where I can see your designs?
-  **TIP:** Ask yourself if the contractor's designs are something you would like for your project?


WORKMANSHIP

- Do you have a portfolio of past project photos that I can see?
- Can I visit projects you've completed more than two years ago? This will allow you to see how their work holds up over time.
- Do you use edge restraints?
- Do you guarantee your work?
-  **TIP:** Pay attention to the details. Beware of awkward cuts and large gaps between pavers that are laid on a curve.


BASE PREPARATION

- What are your base preparation methods? What materials are used and why?
- Is there a standard procedure for base preparation or will you assess my site's unique needs?
- How do you plan to handle drainage?

SUB-CONTRACTING

-  **TIP:** Some contractors will hire other companies to perform parts of the work, like lighting and irrigation. Be sure to ask the contractor about these sub-contractors and how they will be managed.



DOCUMENTATION

- Are any permits required for my job and if so, who is responsible to secure them?
- Do you have the proper licensing for your work?
- Do you have liability insurance and are your employees covered by Workers' Compensation?
-  **TIP:** Make sure they provide a written contract. Get all the details in writing, no matter how big or small the job.

TIMING

- How far in advance are you booking projects?
- Do you have an estimate of how long my project might take?
- Do you require an upfront deposit to secure the timing of the project?
- What are the payment terms?

COMPATIBILITY

- Do you have a list of references I can call?
-  **TIP:** Do you like this contractor? Can you easily communicate and understand each other? Is this someone you can trust?
-  **TIP:** Ask if the person you're meeting will be on-site throughout the project or if someone else in the company will be your day-to-day contact person.