

How to Choose a Reputable Renovator

Home owners that take a few precautions when choosing a renovator will probably have a satisfactory renovation experience. Asking the following questions could save a lot of aggravation down the road.

Is the company a SAWDAC member? All SAWDAC members have been in business for a minimum of three years, carry liability insurance, provide a five year workmanship guarantee and abide by the SAWDAC *CODE OF ETHICS*.

Did they make a proper presentation? Quality renovators act in a business-like fashion. They make (and keep) appointments. They present themselves well. They explain their products and services with expertise. They answer your questions clearly and directly. They don't exaggerate.

Ask for References
Reputable contractors will not hesitate to provide the names and addresses of customers for whom they've done work.

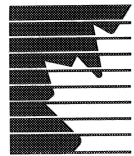
**Nail
Down**
a Quality Job

Look for this Seal

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When Planning Your
Home Renovations

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SIDING AND WINDOW DEALERS
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*Protecting consumers and
helping renovators build
better businesses*

An Introduction to **SAWDAC**

SAWDAC which began in 1988, now has several hundred members located in every Province of Canada. Adherence to a strict membership criteria and code of ethics has earned SAWDAC a strong reputation with consumers. SAWDAC's reputation with renovators is also strong because of the Association's many programs.

MISSION STATEMENT

To build consumer confidence in our Association by creating, developing, and delivering consistently high standards of products, installations and business ethics.

SAWDAC Member Dealers Offer Homeowners A High Standard of Excellence

Membership Profile

Although all SAWDAC members are active in siding, window or premium roofing, most members also do one or more other types of renovation. Soffit, fascia, eavestrough, shutters, awnings, doors, decks, patios, fences, sunrooms, skylights, additions, garages, garage doors, insulating and weather sealing are some of the other types of renovations done by SAWDAC members.



SAWDAC provides its members many benefits that provide better service to their customers

RenoPlan

HOME RENOVATION FINANCING

- Excellent in-home, bank rate financing
- Training and educational programs
- Technical manuals
- Improved installation techniques
- Advice and assistance to consumers
1-800-813-9616

SAWDAC Code of Ethics

SAWDAC MEMBERS ARE committed to **Integrity, Honesty, Fairness and Responsibility** in their business conduct.

This commitment covers each of the following aspects of our industry:

Materials: Manufacturers will Produce and Dealer contractors will sell and install only those products that meet generally accepted industry standards.

Advertising: All advertising and sales literature shall be truthful and accurate. No misleading statements or claims shall be made.

Contracts: All contracts shall be free of ambiguities or omissions that may obscure or confuse either party's obligations.

Responsible Conduct: Members shall avoid all conduct or practice likely to discredit or do injury to the home renovation industry.

Members will deal with customer complaints in a fair, reasonable and prompt manner.

Members will honour their obligations and commitments to customers, employees and suppliers.

Members shall co-operate to extend the effectiveness of SAWDAC by interchanging information and experience, and encouraging research on materials and techniques in order to provide higher quality Products and Installation.