

**K BROTHERS FENCE, INC. NO SURPRISES DOCUMENT**

GUIDELINES ATTACHED TO AND MADE PART OF THE CONTRACT

**Building Permit**– Most towns and villages require a building permit to be obtained prior to fence installations. Please inquire with your city, town, or village by visiting their website or by calling them directly. We will need your permit number prior to the installation of your fence. Please contact us at **708-479-0414** with your permit number once you have obtained your permit. You are responsible for getting approval from your Homeowner's Association if needed.

**Location of Fence**– We ask that you instruct our crew as to where exactly you want the fence located. Generally, we will stay within 3 to 6 inches from the property line. In order to determine where your property line is, we require that you provide us with your **Plat of Survey** that accurately locates the boundaries of your property. If your survey is incorrect, K Brothers Fence, Inc. will not be held liable for any costs incurred to move the fence.

**Grade of Fence**– How far off the ground do you want your fence to be? Do you want your fence to be relatively straight at top or follow the grade of your property? Fence installations that follow the natural contour of the property are strongly recommended for all pet owners. It is the customer's responsibility to confirm with the crew leader the height and grade of the fence **PRIOR** to the posts being set. As a standard practice we will follow the natural contour of your property, unless we are directed otherwise by you **PRIOR** to setting the posts. Changes cannot be made once the cement is in place.

**Underground Lines**– Utility lines to your property are often underground. Where these lines are buried plays an important role in determining where you can erect your fence without risking damage to the lines or injury to our installers. **We will contact J.U.L.I.E.** to schedule a locator to mark your property. Your fence should be installed at least 18 inches away from locator markings to be in compliance with J.U.L.I.E. requirements and recommendations for safe digging. For more information please visit their website. **IF YOU INSTRUCT OUR INSTALLERS TO INSTALL YOUR FENCE WITHIN 18" OF LOCATOR MARKINGS, YOU ARE ASSUMING RESPONSIBILITY FOR ANY AND ALL DAMAGES THAT MAY OCCUR. THERE WILL BE AN ADDITIONAL \$20.00 CHARGE PER HOLE IF HAND DIGGING IS NECESSARY.**

**Non-J.U.L.I.E. Lines**– Sprinkler lines, pool lines, drain tiles, private utility lines, septic fields, invisible fence lines, sprinkler heads, etc. that are buried beneath your property are NOT marked by J.U.L.I.E. These items will need to be marked out by the property owner (s) best to their ability. We, in turn, will do our very best to stay away from these lines when digging; however, we cannot assume responsibility for damages if you instruct us to install a fence above them. When using a drilling unit, our fence installers may not even be aware of any such damage and are in no way responsible for notification to the property owner.

**Removal of Soil or Existing Fence**– Homeowner is to provide a clear fence line (clear of trees, bushes, etc.) prior to installation. Soil will be placed beside each hole when post holes are dug. However, removal of soil and/or existing fencing can be performed at an additional charge to cover labor costs. If you want the soil and/or debris hauled away please let your estimator know so this service is clearly indicated and included on your fence proposal.

**Gates**– Location, direction, and latch placement should be determined by taking village and town requirements into full consideration, and prior to installation of the gate. We strongly recommend extra care and attention to make sure your gate(s) does not get damaged from slamming or wind. **Typically, most gates are installed approximately 2-3 days after the concrete is set.**

**Additional Labor Conditions** – Any EXTENSIVE digging due to uncommon ground conditions, ie: bedrock, hardened clay, cement, rocks will incur an additional labor charge of \$50 per hole.

**Return Trip Charges** - Any customer requested return trips outside the original contracted scope of work, are subject to additional charges.

**Warranties**– K Brothers Fence honors a 1 year warranty on all new fence installations, and a 1 year warranty on all gates and gate hardware. Warranties on fencing materials are provided directly by the distributors. Wood material may warp, split, or shrink upon drying out. These are natural and unavoidable characteristics of wood itself and are not under warranty. All warranties are respectively honored for customers whose accounts are paid in full.

**Cancellations**– All orders that are canceled by the customer after 72 hours are subject to a 20% service fee. All service fees are based on the estimate total. All special order items will be subject to a 25% manufacturer's restocking fee and shipping charges. Due to the manufacturer's policy, certain special order items may not be cancelled or returned once ordered, therefore the customer is subject to the policy of the manufacturer.

Proposal price reflects approximate footage during time of initial measurement. Upon job completion the final balance may reflect a credit back to the account or an additional charge based on final measurement by the installation crew. Any changes to your original order may delay your installation and may incur additional expenses.

*K Brothers Fence, Inc. puts the safety of our employees first. Installing your fence in a timely manner is a priority; however, scheduled fence installations may be delayed due to extreme weather conditions.*

**Please sign and print your name below:**

X \_\_\_\_\_  
**I fully understand and agree to the above guidelines attached to and made part of the contract with K Brothers Fence, Inc.**

X \_\_\_\_\_ X \_\_\_\_\_  
Please PRINT your name Date