



## **WORKFLOW TIMELINE FOR YOUR FENCE INSTALLATION PROJECT**

Thank You for choosing Split Rail Fence & Supply for your fence installation needs. In order to make your experience smooth and easy, we provide a timeline for your project.

- CONTRACTING SIGNING:** Your contract & deposit are turned into the office to be processed. This could take 2 - 3 working days. Once your order has been submitted, if there are any changes you wish to make, you will need to contact your Sales Rep so they can write up a Change Order.
- UTILITY LOCATE:** Split Rail Fence & Supply will contact the Utility Notification Center to schedule a time for UNCC personnel to come to your home to mark underground utility lines. This **MUST** be done before **ANY** work can begin. All gates must be accessible and pets contained. UNCC does not locate private underground lines such as sprinkler or landscape lighting.
- SCHEDULING:** Please be aware that all scheduling is dictated by weather and other circumstances that happen beyond our control. Our Scheduling Department will make every effort to contact you should there be any changes in our schedule.
- INSTALLATION:** Your job is put into our Scheduling system based on the date it was received into our office. Your installation will take place in **TWO** phases. The first phase, our crew will set your posts. The second phase, your fence will be completed by our "finish" crew. Our Scheduling Department will notify you **ONE** day prior to the start of your job. You will **NOT** be notified when the Finish crew will arrive to complete your job. **\*\* Please note that there are typically several days between setting posts and the completion of your job.\*\***
- QUESTIONS:** If you have any questions about your job during the installation process, please call one of our offices, depending on your location. NORTH Office: I-70 North Dacono - 303-828-1501. SOUTH Office: I-70 South Littleton - 303-791-1997. Any messages that are left will be returned within 24 hours, not including weekends and holidays.
- FINAL PAYMENT:** If there is a **BALANCE** due upon the completion of your job, you may call into our Accounting Department to pay by phone with a credit card or you may mail in or drop off payment at one of our offices.

We hope that you find this information helpful. Our goal is to provide you with excellent customer service to ensure that you have a quality experience. Thank You again for choosing Split Rail Fence & Supply for your fencing needs.