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BATHROOM SPECIAL - FREQUENTLY ASKED QUESTIONS

1. How long after I purchase my "Bathroom Special" will work be completed?

Bathrooms will be completed on a first come, first serve basis and work will begin approximately 2 weeks after purchase, provided that all materials are in your possession. Once we begin your bathroom, the entire construction process will take no longer than 2 weeks from start to finish.

2. Can you explain the process of selecting and purchasing the allowed items?

There are two ways to complete the selection process:

- a. You can purchase these items yourself, in which case you will be credited \$1,200
- b. You can write down the item numbers of your selections and we can purchase them for you, in which case if you spend more than the allowance you will be billed for the difference.

Either way, we will be there to assist you with your selections, sizes, amounts, and any decisions that need to be made. The choice is really yours.

3. What if I don't spend my entire allowance? Or What if I already have plumbing fixtures that I would like to use or re-use in my bathroom remodel?

If you choose not to spend the entire \$1,200 allowance, credit will be issued for the remaining balance. If you have fixtures that you would like us to try and re-use, will we be happy to attempt to do so as long as items are the correct size and re-usable, however we are not responsible if these items do not function properly or optimally.

4. Is there any way to learn more about the "look" and brands of the standard fixtures offered as part of the package?

JM Design Build provides standard selections to those customers who are either too busy or not interested in making the selections themselves. These items include standard chrome "Moen" or "American Standard" faucets, basic white fixtures, and a neutral color 12"x12" tile, all of which we purchase directly from Home Depot or Lowe's.

However, we encourage our customers to make their own selections, and they are free to do so in any way they choose. You can shop wherever you please, including Home Depot or Lowe's, or we can even direct you to some of the specialty distributors we have relationships with in the area. You can even purchase your items online (sometimes better deals).

5. What if mold or structural damage is found after my bathroom is demolished?

If any mold or structural damage is uncovered, we will hold the project after demolition and give you a price up front before addressing any issues. Our own crew consists of certified mold inspectors who are trained and authorized to remove mold and certify your home as mold free according to your area's official building code.

6. Should we include the closet in our sq ft calculations?

Only include the closet if you are planning on having us demo and update it. If so, one row of standard wire shelving will be included in the price, any custom shelving needed thereafter will be applied to your allowances.

Other Questions? [Send us an email](#) or give us a call at 440-838-4686 and we'll be happy to help!