

**CE COOL'S
CUSTOM
REMODELING, INC.**





CUSTOMER INFORMATIONAL BOOKLET

The purpose of this Customer Informational Booklet is to help you understand the remodeling process.

It was prepared especially for you:

OUR VALUED CUSTOMER

**By
COOL'S CUSTOM REMODELING INC.**

"Quality You Expect, Service You Deserve!"

1900 Camden Ave., San Jose, CA 95124 • (408) 353-9692
Website: coolscustom.com • Facebook: facebook.com/coolscustom

LICENSED, BONDED & INSURED • CALIFORNIA CONTRACTOR'S LICENSE# 992779



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A WELCOME LETTER FROM JAY COOL!

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Dear Prospective or Current Customer,

I would like to welcome you to Cool's Custom, and thank you for allowing us the opportunity to serve you with your remodeling needs.

Cool's Custom Remodeling Inc. is a full service remodeling contractor licensed by the State of California. We are bonded and insured for your protection and peace of mind. We pride ourselves on high quality workmanship, and a superior level of customer service! We are a proud accredited A+ member of the Better Business Bureau and have been awarded the Angie's List Super Service Award!

We have prepared the following proposal and informational booklet especially for your needs, based on your requests and input. In this booklet, you will find all the information necessary to help you make an informed decision.

Please take a minute to review the information we have provided here, and do not hesitate to ask any questions you may have.

A clear understanding of your expectations and what we are contracted to provide, helps us make your remodel a reality in the most professional and timely manner possible.

Thank you for choosing Cool's Custom! We value your business and look forward to serving you!

Sincerely,
Jay Cool
President / General Contractor

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ABOUT OUR COMPANY

Cool's Custom is a full service remodeling contractor licensed by the State of California. We are bonded and insured for your protection and peace of mind. We pride ourselves on high quality workmanship, and a superior level of customer service! We are a proud A+ member of the Better Business Bureau, and we're awarded the Super Service Award from Angie's List!

Cool's Custom has been in the home remodeling business serving families in the Bay Area for approx. 32 years. We plan on being in business for a long time, so we'll be there when you need us.

Jay Cool, the owner and managing contractor, is a third generation ceramic, mosaic, and natural stone artisan. He apprenticed under an "Old World" Portuguese Artisan to perfect his craft. Jay holds a General Contractors license as well as a specialty license in Tile and Mosaic B-1 C-54.

Cool's Custom California State Contractors license number is 481003. If you would like to check our status with the Contractors State License Board, their phone number is 1-800-321-CSLB (2752).

Cool's Custom is bonded and insured for your protection and peace of mind. We carry liability insurance and worker's compensation insurance to protect you in the unlikely event of a mishap on the job.

Cool's Custom has earned the trust and loyalty of many customers over the years. Your home and property are safe with us. We sincerely appreciate your business!

THINGS TO CONSIDER

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The following is a short list of things to consider, to help make things go as smoothly and efficiently as possible while we make your dreams a reality.

Access

Cool's Custom's crew will need full access to your home between the hours of 8:00 am and 5:00 pm every day we are scheduled to work on your project. If some reason Cool's Custom arrives at your home and are unable to gain access, Cool's Custom will charge the owner a "Lock out fee".

Contact Information

Your Cool's Custom Project Manager will need to exchange contact information with you before the project begins. If you are going to be out of contact or unable to take calls during the time Cool's is working on your home, please make arrangements with your project manager prior to your absence. Your Cool's Custom Project Manager will be your main point of contact while the job progresses.

If you have any problems or concerns, a scheduling conflict, decide you would like to do something differently, or just want a status update, please call your project manager at the office number below:

Cool's Custom
Remodeling, Inc.
1900 Camden Ave.
San Jose, CA 95124

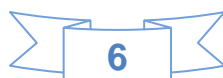
Office: 408-353-9692
Email: jay@coolscustom.com

Website: www.coolscustom.com
Facebook: www.facebook.com/coolscustom

Scheduling

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We like to work a job straight through from beginning to end without interruption but this is not always possible or practical. Many factors come into play as we move through your remodel. Sometimes we are delayed because an inspection has to be performed prior to continuing or despite our best efforts, there's a material that is not yet available.

In any event, your project manager will warn you of any impending problems or delays and let you know when we'll be back to continue your job.

Special Order Materials

In the course of your remodel, there will no doubt be many purchasing decisions you'll need to make; whether it's a new faucet, paint color or the type of glass to install, if it's not specified in the plans, we'll need your input. Many of these kinds of items are available only by special order and can take many weeks to arrive on the jobsite. Please make sure that you act promptly to make these choices to facilitate the scheduling of work. We'll always try to warn you of impending material problems prior to starting the work. And please, if you don't know what will work best for your needs, ask your Cool's Custom Project Manager for assistance, chances are they can help you sort through the myriad of choices you'll be faced with.

Pre - Existing Conditions

Cool's Custom is not responsible for any hidden pre-existing conditions. If you know of existing problems in or around your home that might affect the work we are going to do, please let us know before work begins.

Change Orders

Remodeling is not an exact science. From time to time we will run into unexpected

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things that will necessitate a deviation from the original contract. Sometimes, its running into a structural obstacle, or a previous repair is uncovered that needs to be addressed. Other times, you will change your mind and decide to do something differently than planned. Whatever the reason, these things happen.

In the cases where it involves more labor, and/or materials to accommodate the change, we will need to get a signed "Change Order" to proceed. The Change Order will describe the change in the scope of work and/or materials and the resultant added cost. This is done so everyone is clear as to what is being done and how much it will cost, no surprises at the end. You'll find that this will also help you stay within your projects planned costs.

Problem Resolution

In the event there's a concern regarding our work, personnel, or any other issue that you are not satisfied with, please don't hesitate to call me, Jay Cool. Don't fret or get frustrated, I'll do my best to make it right.

Also, please call us and give us a chance to resolve the conflict before rating us poorly on Yelp or any of the other rating sites out there. We strive to have the BEST Customer Service in the industry and often the conflict was a simple misunderstanding. Although we are not perfect, we strive for perfection everyday by listening to our clients and constantly reviewing the way we do business. Of course, you can call me to tell me how wonderful things are going too!

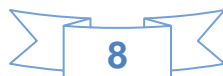
Cancellations

In the event you wish to cancel any portion of the job, there will be a cancellation charge of 10% of the original price for that part of the job.

LICENSING, INSURANCE, REFERENCES AND AWARDS

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At Cool's Custom, we pride ourselves on our high quality workmanship, and our high level of professionalism and customer service. We also believe that good communication is a key part of this process. We value your input!

For your convenience, we have compiled a list of licensing and certification agencies, and a customer reference list.

Feel free to contact anyone of the references listed and ask them about their experience with Cool's Custom.

Although we are not perfect, we strive toward that goal by constantly reviewing our operating methods, listening to our customers, and improving daily.

Licensing and Insurance

- California State Contractors Board - License 481003
- Business Licenses
- Liability Insurance
- Workers Compensation Insurance

Certifications and Awards



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Cool's Custom is an **A+ Accredited Member in Good Standing** of the Santa Clara County Chapter of the Better Business Bureau.

Website: www.bbb.org



Cool's Custom is a **Certified Member in Good Standing** of Angie's List and has been awarded their Highest Honor of "Super Service Award" in **2011, 2012 and 2013**. Website: www.angieslist.com



Cool's Custom is a **Certified Member in Good Standing** of the Silicon Valley Chapter of the National Association of the Remodeling Industry. Website: <http://www.nari.org/nariofsiliconvalley/members.asp>

Customer Reference List

| Client | Phone | Work Performed |
|----------------------------------------------------------|----------------|-----------------------|
| Rebecca Black Heather Creek Way San Jose, CA 95123 | (408) 431-8667 | Bathroom |

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The logo for Cool's Custom Remodeling, Inc. features a stylized 'CC' monogram on the left, followed by the text 'COOL'S CUSTOM REMODELING, INC.' in a serif font. The entire logo is set against a dark blue rectangular background.

**COOL'S
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REMODELING, INC.**

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|------------------------------------------------------------------------------|----------------|-----------------------------|
| Tim & Pat Lockyer Via Amigos San Jose, CA 95120 | (408) 268-6759 | Kitchen Remodel |
| Bob & Carrie Zeidman Swiss Creek Way. Cupertino, CA 95014 | (408) 741-5809 | Numerous Projects |
| Jeanette Lavoie Shasta Fir Dr. Sunnyvale, CA 94096 | (408) 736-8637 | Backyard Hardscape |
| Lucian Lee Armstrong Pl. Santa Clara, CA 95050 | (408) 464-9064 | Complete Interior Remodel |
| Thu Cates Village Square Realty Los Gatos Blvd. Los Gatos, CA 95031 | (408) 655-6278 | Bathrooms, Kitchens, Others |
| Althea Parks Mandarin Dr. Sunnyvale, CA 94087 | (408) 245-0295 | Kitchen & Bathrooms, Arbor |
| Marie & Mike Burke Thorntree Pl. San Jose, CA 95120 | (408) 997-9384 | Kitchen & Bathrooms |
| Karl & Marilyn Zimmerman Grant Rd. Mt. View, CA 94024 | (650) 962-9010 | Whole House Paint |

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| | | |
|-------------------------------------------------------------|----------------|-------------------------------------------|
| Carol Chimblas Monterey Ave. Los Gatos, CA 95031 | (408) 354-1904 | Bathroom/Kitchen Air Conditioning |
| Barbara Bearman Cambridge Dr. San Jose, CA 95125 | (408) 202-8502 | Bathroom |
| Devin Utter Karn Circle Saratoga, CA 95070 | (408) 446-3655 | Bath Remodel |
| Elaine Petitclerc Flint Ave. San Jose, CA 95148 | (408) 270-8124 | Kitchen & Bath |
| Sally Clemans Cuesta Dr. Mt. View, CA 94040 | (650) 254-1220 | Bathroom |
| Jim & Trish McAfee N. Blaney Ave. Cupertino, CA 95014 | (408) 446-0360 | Kitchen Remodel |
| Pamela Sziebert Vienna Dr. Sunnyvale, CA 94089 | (408) 477-5146 | Bathrooms, Kitchen, Laundry, Fireplace |
| David & Dawn Edgren N. Avalon Dr. Los Altos, CA 94022 | (650) 949-4692 | Hardscape, Landscape |

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|----------------------------------------------------------|----------------|-----------------|
| Tim Dunkin Mise Ave. San Jose, CA 95118 | (408) 313-2840 | Kitchen Remodel |
| Barbara Drew Colleen Dr. San Jose, CA 95123 | (408) 226-0561 | Bathrooms |
| Jim & Barbara Janik Sharon Ct. Los Gatos, CA 95032 | (408) 234-8387 | Bathroom |
| Jill Spain Claire Dr. Palo Alto, CA 94306 | (650) 494-1988 | Kitchen |
| Bill Ortlieb San Fernando St. San Jose, CA 95112 | (408) 489-8939 | Kitchen |
| Don Lieberman Arroyo Way San Jose, CA 95112 | (408) 286-1890 | Kitchen |
| Sharon Wicks Via De Los Reyes San Jose, CA 95120 | (650) 483-1068 | Kitchen |
| Mary Slattery Williams Rd. San Jose, CA 95128 | (408) 244-6228 | Kitchen |
| Larry Pezino | (408) 395-8610 | Bathroom |

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Golf Links Dr.
Los Gatos, CA 95032

| | | |
|----------------------------------------------------------|----------------|-------------------|
| Eddie McMorrow Los Gatos Blvd. Los Gatos, CA 95032 | (727) 424-7357 | General Carpentry |
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| Jason Caballero Angus Ave. San Mateo, CA 94066 | (650) 477-4361 | Bathroom |
|------------------------------------------------------|----------------|----------|

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| Ray/Liza Beshoff Greenwood Rd. Los Gatos, CA 95030 | (408) 354-2700 | Tile Job |
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|---------------------------------------------------|----------------|----------|
| David Hill Redwood Cir. Palo Alto, CA 94306 | (650) 494-1957 | Flooring |
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| Jeanne & Mike Casanueva Stanford, CA 94305 | (650) 813-1326 | Kitchen |
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| Bob Nicholson Cheshire Wy. Sunnyvale, CA 94087 | (408) 743-5746 | Bathroom |
|------------------------------------------------------|----------------|----------|

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|-----------------------------------------------------------------|----------------|-------------|
| Joni & Isao Lindenstruth Coventry Ct. Sunnyvale, CA 94087 | (415) 572-0648 | Master Bath |
|-----------------------------------------------------------------|----------------|-------------|

| | | |
|------------------------------|----------------|--------------|
| Trish Martin Rainsong Wy. | (408) 781-3195 | Home Remodel |
|------------------------------|----------------|--------------|

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Redwood City, CA 94065

Rich & Janice Bastiani
Seremonti Rd.
Los Gatos, CA 95032

(408) 354-3322

Floor

Eric Draeger
Sorrento Park Ct.
Fremont, CA 94538

(408) 835-1339

Bathroom

Jim Beffa
Loch Lomond Ct.
Sunnyvale, CA 94087

(408) 203-0357

Numerous Projects

VENDOR LIST

Tile Suppliers

The Tile Shop

480 East Brokaw Rd.
Denise or John Dera
San Jose, CA 95113
408-436-8877
408-436-8245 (Fax)

Architects / Designers

Roaten Hinson Architect

RE Hinson
7246 Sharon Dr., Suite A
San Jose, CA 95129
408-996-8114

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**Towne Tile**

Ryan or Scott
469 E Campbell Ave.
Campbell CA 95008
408-370-9700

Innovative Concepts

Jeff Guinta
Designer/Owner
2801 Moorpark Ave., Suite 4
San Jose, CA 95128
408-985-1078
408-985-1343 (Fax)

Appliances**Standards of Excellence**

Dominic Camargo
1720 Ringwood Ave.
San Jose, CA 95131
408-907-3800

Natural Stone**Intertile**

400 East Montague Expressway
Milpitas, CA 95035
408-263-2300
408-263-2925 (Fax)

Custom Cabinetry Suppliers**San Jose Woodworking**

1775 So. First St. #13
San Jose, CA 95112
408-298-8700
408-298-8866 (fax)
Ask for Steve

All Natural Stone

Adriana & Dan
2504 Seaboard Ave.
San Jose, CA 95131
408-544-9600
408-544-9604 (Fax)

**Shower / Bath
(Glass & Mirror)****South Bay Showers**

540 Martin Ave.
Santa Clara, CA 95050
409-988-3484

Natural Stone (cont.)**Bedrosians**

2301 Junction Ave.
San Jose, CA 95131
(408) 435-5544
(408) 435-7390 (Fax)

Windows and Doors**Argonaut Window and Door**

10612 S De Anza Blvd.
Cupertino, CA 95014
408-376-4018

American Custom Marble

806 Home St.
San Jose, CA 95126
408-292-8873
408-298-9408 (Fax)

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Viking Door Co.

2099 S 10th St.
San Jose, CA 95112
(408) 294-5546

Plumbing Suppliers

The Splash Works

Kendall or Gene
1284 Lincoln Ave.
San Jose, CA 95125
408-279-5202
408-279-5205

Kitchen and Bath Showplace

1200 Campbell Ave.
San Jose CA 95126
408-554-1552
408-249-0988 Fax

RV Cloud Co.

3000 Winchester Blvd.
Campbell, CA 95008
408-378-7943

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