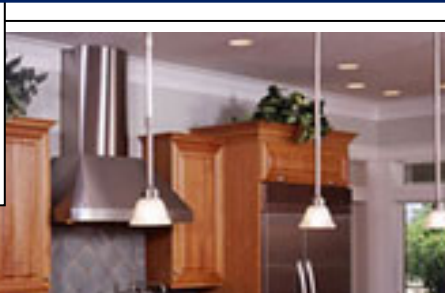


**CC COOL'S
CUSTOM
REMODELING, INC.**





P.O. Box 1974, Los Gatos, CA 95031
Phone (408) 353-9692 • Fax (408) 353-9832
www.coolscustom.com

CA Contractor's License #481003 • Bonded & Insured
Member of BBB & Angie's List

CUSTOMER INFORMATIONAL BOOKLET

**This Customer Informational Booklet was
prepared especially
for:**

Our Valued Customers

By
COOL'S CUSTOM
"Quality You Expect, Service You Deserve"





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A WELCOME LETTER FROM JAY COOL!

Dear Prospective or Current Client,

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 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!

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!

Sincerely,
Jay Cool
Owner / 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 accredited A+ member of the Better Business Bureau!

Cool's Custom has been in the home remodeling business serving families in the Bay Area for 29 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!





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THINGS TO CONSIDER

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 everyday we are scheduled to work on your project.

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	Office: 408-353-9692
PO Box 1974	Fax: 408-353-9832
Los Gatos, CA 95031	Email: jay@coolscustom.com

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





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Scheduling

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 schedule 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.





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Change Orders

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





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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

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, customer testimonials, 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 and improving daily.

Licensing and Insurance

California State Contractors Board

License # 481003

Business Licensed

Liability Insurance

Workers Compensation Insurance





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Certifications and Awards

Better Business Bureau



Cool's Custom is an A + accredited member of the Santa Clara County Chapter of the Better Business Bureau. - Website: www.bbb.org

Angie's List



Cool's Custom is a certified member of Angie's List. We were awarded the Angie's List "2011 Super Service Award". - Website: www.angieslist.com

Service Magic



Cool's Custom has been screened and approved as a certified professional by Service Magic. - Website: www.servicemagic.com





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Customer Testimonials

Sandy wrote:

"Excellent job done by all! Kudos to the tile artisan, Paul Rodriguez, who is very meticulous, careful and precise, and showed extra attention to detail. All in all, a great job!"

Althea wrote:

...I'm very pleased not only with the finished product, but the people who made it happen, especially Jay".

Linda wrote:

"Thanks so much. Your guys do great work. They were all very professional and cleaned up after themselves everyday. My kitchen is beautiful! I will recommend you to friends."

Todd Frank wrote:

"Cool's Custom remodeled my bathroom in Almaden Valley and did an awesome job! They showed up on time everyday, kept the area clean and were very professional. When they were done, the bathroom looked like it was out of a magazine!"

For more customer testimonials, visit our website at: www.coolscustom.com





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Customer Reference List

Client	Phone	Work Performed
Rebecca Black Heather Creek Way San Jose, CA 95123	(408) 431-8667	Bathroom
Tim & Pat Lockyer Via Amigos San Jose, CA 95120	(408) 268-6759	Kitchen Remodel
Wilma & Dean Chu Mandarin Dr. Sunnyvale, CA 94087	(408) 732-7776	Trim, Paint, Electrical
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





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Client	Phone	Work Performed
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
Peter & Beverly Stickler Golflinks Dr. Los Gatos, CA 95032	By Request	Whole House Remodel
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





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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
Pam & Ward Long Yerba Buena Ave. Los Altos, CA 94022	(650) 941-3686	Bathroom
David & Dawn Edgren N. Avalon Dr. Los Altos, CA 94022	(650) 949-4692	Hardscape, Landscape
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





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Client	Phone	Work Performed
Jim & Barbara Janik Sharon Ct. Los Gatos, CA 95032	(408) 234-8387	Bathroom
Natasha Gamolsky Loma Verdi Dr. San Jose, CA 95117	(323) 365-8304	Kitchen
Jean Hembrooke Via De Los Reyes San Jose, CA 95120	(408) 268-9550	Bathroom
Diane Hsien Garrity Wy. Santa Clara, CA 95054	(408) 757-2436	Tile Floors
Mark Zigereli Pomegranate Ct. Sunnyvale, CA 94087	(408) 735-5983	Flooring
Sharon Wicks Via De Los Reyes San Jose, CA 95120	(650) 483-1068	Kitchen





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Client	Phone	Work Performed
Mary Slattery Williams Rd. San Jose, CA 95128	(408) 244-6228	Kitchen
Larry Pezino Golf Links Dr. Los Gatos, CA 95032	(408) 395-8610	Bathroom
Eddie McMorrow Los Gatos Blvd. Los Gatos, CA 95032	(727) 424-7357	General Carpentry
Jason Caballero Angus Ave. San Mateo, CA 94066	(650) 477-4361	Bathroom
Ray/Liza Beshoff Greenwood Rd. Los Gatos, CA 95030	(408) 354-2700	Tile Job
David Hill Redwood Cir. Palo Alto, CA 94306	(650) 494-1957	Flooring





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VENDOR LIST

Interior Design Services

Design Matters

Julie
430 N. Santa Cruz Ave.
Los Gatos, CA 95030
408-395-9101
408-395-9109 (Fax)

Rose Garretson

650-743-9356

Tile Suppliers

The Tile Shop

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

Architects

Roaten Hinson Architect

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

Natural Stone

Da Vinci Marble & Tile

1480 Industrial Rd.
San Carlos, CA 94070
650-595-2500
www.davincimarble.com

All Natural Stone

Adriana & Dan
531 Trimble Rd.
Santa Clara, CA 95054
408-544-9600
408-544-9604 (Fax)





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Tile Suppliers (cont.)

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

Appliances

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

Custom Cabinetry Suppliers

Design Matters
Ask for Julie
430 N. Santa Cruz Ave.
Los Gatos, CA 95030
408-395-9101
408-395-9109 (Fax)

Natural Stone (cont.)

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

Plumbing Suppliers

The Splash Works
Kendall or Eric
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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Cabinetry Suppliers (cont.)

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

Shower / Bath (Glass & Mirror)

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

C & Z Showers
2175 Winchester Blvd.
Campbell, CA 95008
408-379-8501

Windows and Doors

Performance Door & Window
2502 Channing Ave.
San Jose, CA 95131
408-923-6677
408-432-9977 (Fax)

Argonaut Window and Door
10612 S De Anza Blvd.
Cupertino, CA 95014
408-376-4018





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Spas / Stoves / Fireplaces

Santa Cruz Spas & Stoves

Sean

2557 "B" Soquel Dr.

Santa Cruz, CA 95065

831-479-9800

www.santacruzspasandstoves.com

FORM CIB REVISED 6-18-13

