

THE 12 PENNY PROCESS

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PHONE CONSULTATION

Approximately 20–30 minutes

- At your scheduled time, you will receive a call from one of our Customer Liaisons.
- We'll discuss your project, goals, product preferences, and any questions you may have.
- Based on the information provided, we'll also discuss a preliminary price range to help determine whether the project and budget are a good fit before moving forward.

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SHOWROOM CONSULTATION — *Optional*

Approximately 30–60 minutes

- Visit our showroom to see and experience our products firsthand.
- You'll have the opportunity to view, touch, and compare different window and door styles, materials, features, and finishes to help you make a confident and informed decision for your home.

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IN-HOME CONSULTATION

Approximately 60–90 minutes

- During your in-home consultation, we will evaluate the project area, take measurements, discuss product options, and review the details needed to prepare an accurate proposal.
- Following the appointment, our team will prepare a detailed proposal and contact you when it is ready for review.

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PROPOSAL REVIEW

Timing varies by project

- Once your proposal is complete, we'll schedule a convenient time to review it with you, either in person or by phone.
- This gives us an opportunity to walk through the project details together, make sure everything reflects your needs and expectations, and answer any questions you may have.
- We can also discuss different options or adjustments that may be available based on your preferences and budget.
- Our goal is to provide you with clear information, answer your questions, and help you feel comfortable and confident in deciding what works best for you and your home.

There is no expectation or obligation to decide during your proposal review.



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AGREEMENT SIGNING

- Once you are ready to move forward, you will review and sign your Agreement.
- This confirms your project selections, scope of work, and investment and officially begins the next phase of your project with 12 Penny Exteriors.

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FINAL MEASUREMENT

Timing varies by project

- After your Agreement is signed, we will schedule a final measurement appointment to confirm all measurements, product selections, and project details before your products are ordered.
- Your 50% initial investment will also be collected at this stage.

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PRODUCT ORDERING

- Once your final measurements, product selections, and initial investment are complete, your products will be prepared for ordering. **Product orders are submitted on Monday mornings.**
- Because our products are custom ordered specifically for your home, production and delivery timelines are established by the manufacturer after your order is submitted.
- Manufacturer lead times are estimates and may change during the production process. While we closely monitor your order and will keep you informed of significant updates, **12 Penny Exteriors does not control the manufacturer's production schedule or the date your products are delivered to our facility.**
- Once your products arrive, our team will verify that the complete order has been received and is ready for installation before scheduling your project.

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INSTALLATION

- Once your complete order has been received and verified, we will contact you to coordinate and confirm your installation date.
- Installations are scheduled based on Agreement date and product availability, helping us maintain a fair and organized scheduling process for all our customers.
- Because installation timing is dependent on product arrival, order verification, project duration, weather, and previously scheduled projects, installation dates are coordinated once we can confidently place your project on our schedule.

