



NORTHERN Windows, Siding And Roofing

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BLANK WORKSHEET!

2537 Route 17M • Goshen, NY 10924

tel: (845) 294-4444 toll free: (800) 827-0107 fax: (845) 294-2524 www.northernwindows.com

Northern Answers Your Questions

1. How long has the contractor been in business... under that name?

Northern Windows, Siding & Roofing has been in business over twenty years, serving customers throughout the Hudson Valley area. We have always proudly operated as Northern Windows, Siding & Roofing... a name people have come to rely on.

2. Have they done business under other names?

We are very proud of our reputation, having nothing to hide. We have always been known as Northern Windows, Siding & Roofing.

3. How long has the contractor been installing the product(s) they are trying to sell? How many homes have they actually installed them on? Are they recognized/certified as an installer by the manufacturer? Will they provide local references (names/addresses/phones)?

At Northern, we sell products from reputable manufacturers that have been tested over time (unless, of course, it is a new product). Typically, products that we offer have already been installed by Northern Installers on multiple homes in local neighborhoods. We are typically recognized by the manufacturers as authorized installers on the products that we sell. We gladly provide references with names, addresses and phone numbers.

4. Is the contractor fully insured? Can they provide current certificates of insurance (Liability & Workers' Compensation)?

We are fully insured and happy to provide certificates upon request.

5. What type of Warranty does the contractor offer? Is it real... confirmed by actual customers?

Northern typically provides a Lifetime Labor & Material Warranty on most of our work (not all roof work carries a lifetime warranty). We have literally hundreds of customers that have used this warranty over the years and will attest to its authenticity. Many contractors like to use the words "lifetime warranty" but fail to back it up with actual work when the situation presents itself. Confirm this by speaking with real customers that have used it. Many "talk the talk" while few actually "walk the walk!"

6. Do their products meet the necessary requirements needed to qualify for the current Stimulus Package tax credit (through end of 2010)?

Most of what we offer meets the necessary criteria. If not, it simply means that it's not available or exceeds homeowner's budget requirements.

7. Are they EPA certified lead renovators (mandatory, effective 4/22/10, for homes built before 1978)?

As of April 22, 2010, The Environmental Protection Agency (EPA) mandates that contractors working in pre-1978 homes and child-occupied facilities must be certified and use lead safe work practices during renovations. This is known as the Renovation, Repair & Painting (RRP) Rule. All of Northern's crews have attended the necessary training courses and are certified with credentials.

8. Do their windows have NFRC stickers affixed to each window indicating the U Factor and Solar Heat Gain Coefficient?

Both need to be rated at .30 or less to meet current Stimulus Package requirements. The National Fenestration Rating Council (NFRC) does the testing and posts ratings of windows on the affixed sticker. All of the windows sold by Northern carry these stickers proving their eligibility for the qualifying tax credit.

9. Does the Contractor have samples, literature and color swatches of the product(s) they are selling? Does the contractor have a showroom displaying said product(s)?

Northern has one of the best showrooms in the entire Northeast with most of the numerous products we sell prominently displayed offering customers a true "hands-on" experience. Samples, literature and color swatches are happily provided. If said items are not present, we can usually provide same within a few days. Due to our reputation, suppliers are happy to accommodate Northern customers whenever possible. Please stop in and take a look. We are very proud of what we have! Northern Sales Professionals will also bring these items to your home when doing estimates.

The logo features a blue outline of a house roof above the word "NORTHERN" in large, bold, blue capital letters. Below "NORTHERN", the words "Windows, Siding" and "And Roofing" are stacked in a smaller, bold, red font.

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Questions Homeowners Should Ask Potential Contractors (Know Who You Are Doing Business With!)

1. How long has the contractor been in business... under that name?
2. Have they done business under other names? If "yes", ask why.
3. How long has the contractor been installing the product(s) they are trying to sell? How many homes have they actually installed them on? Are they recognized/certified as an installer by the manufacturer? Will they provide local references (names/addresses/phones)?
4. Is the contractor fully insured? Can they provide current certificates of insurance (Liability & Workers' Compensation)?
5. What type of Warranty does the contractor offer? Is it real... confirmed by actual customers?
6. Do their products meet the necessary requirements needed to qualify for the current Stimulus Package tax credit (through end of 2010)?
7. Are they EPA certified lead renovators (mandatory, effective 4/22/10, for homes built before 1978)?
8. Do their windows have NFRC stickers affixed to each window indicating its U-Factor and Solar Heat Gain Coefficient?
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Does the contractor have a showroom displaying said product(s)?