
CODE OF ETHICS & STATEMENT OF PROFESSIONALISM



1. Our primary profession is that of Roofing Contractor. Our company provides roof related services on a full time basis; not just when it is convenient or when a storm has impacted the area.
2. We are fully insured and will provide proof of insurance and make sure the coverage is in effect throughout your roofing project.
3. We will fulfill all licensing and bonding requirements of applicable jurisdictions and will provide such information upon request.
4. We are in good standing with the Better Business Bureau, with a rating of at least B.
5. We encourage RoofingTree members to be part of a professional roofing association that holds its members to high standards, such as the North Texas Roofing Contractors Association (www.ntrca.com) or National Roofing Contractors Association (www.nrca.net).
6. We have at least 5 years of experience as a roofing contractor. We will provide evidence of experience via professional accreditation or other such means upon request
7. We have actively been in business locally for at least 5 years.
8. We have a local place of business and a well identified office in which to meet with you and will provide you with a direct and effective means to contract us.
9. We will provide you with warranty information and guarantees in writing on both labor and goods of service.
10. We are willing to provide a list of credit references, upon request.
11. We are willing to provide customer references, upon request.
12. We will provide you with a detailed, written proposal with complete descriptions of the work, start and completion dates, total cost of the transaction (including tax, shipping and handling, and other related charges) and payment schedule. It will clearly state any restrictions or limitations imposed.
13. We will provide you with information about the roofing manufacturers with which we are certified to install, upon request.
14. We will always offer honest answers and solutions to your concerns; not just what is most convenient to us.

15. We conduct ourselves in a proper and courteous manner at all times throughout the job process.
16. We use only professional grade materials; no seconds or expired products.
17. We install all roofing materials in accordance with manufacturer's application instructions and accepted industry standards.
18. We will use the RoofingTree name and logos on all our advertising materials and on any business website we use.
19. We will professionally represent RoofingTree when dealing with the customer.
20. We are obligated to respond within 48 hours of any requests sent from RoofingTree.
21. We will never misrepresent other RoofingTree companies by providing misleading information, false impressions, trustworthiness, product quality, endorsements, popularity, or other means to make our company appear better.
22. We will honor representation by correcting mistakes as quickly as possible and will make a good faith effort to resolve disputes.
23. Will protect any data collected against mishandling and fraud, collect personal information only as needed, and respect the preferences of customers with regards to the use of their information.
24. We shall hold paramount the safety, health, education and welfare of the public and our employees.
25. Each customer's property will receive the utmost care and respect and will be left as clean as we found them.