

2023

**RV | CAMPER | MANUFACTURED HOME
IMPROVEMENT SERVICES**

POINT-OF-CONTACT: JOHN WINKLER
BUSINESS LINE: (570) 233-2355
e-MAIL ADDRESS: VIKINGinnovationsLLC@gmail.com

ON-PREMISES ESTIMATES ARE FREE OF CHARGE.

TABLE OF CONTENTS

COVER PAGE & CONTACT INFORMATION.....1

TABLE OF CONTENTS.....2

INTERIOR SERVICES.....3

1. PAINTING.....3

2. WALLS.....3

3. FLOORS.....4

4. MOLDING / TRIM / WOODWORK.....4

5. CEILINGS.....5

6. BATHROOM.....5

7. KITCHEN.....5

8. MISCELLANEOUS.....5

EXTERIOR SERVICES.....6

1. ROOF & RELATED.....6

2. UNDER-TRAILER SERVICE & PROTECTIONS.....7

3. DECKS, GAZEBOS AND SHEDS.....8

4. LANDSCAPING, CLEANUPS & TREES.....8

DEMOLITION SERVICES (PARTIAL & FULL).....10

1. INTERIOR.....10

2. EXTERIOR.....11

3. RUBBISH REMOVAL.....12

AirBnB / STR (“SHORT TERM RENTAL”) SERVICES.....13

1. INTERIOR.....13

2. EXTERIOR.....13

MISCELLANEOUS SERVICES.....14

1. INTERIOR & EXTERIOR.....14

OPERATING STANDARDS.....16

DISCLAIMER(S).....17

METHODS OF PAYMENT.....18

CLOSING NOTES.....18

REFERRAL DISCOUNTS.....18

VETERAN / POLICE PERSONNEL DISCOUNTS.....18

INTERIOR SERVICES

1. PAINTING

- 1.1. **WALLS+DOORS** Taping, priming, and painting of all walls and doors. Flat / Eggshell / Satin paints will be used for walls, and Semi-Gloss will be used for all interior doors.
- 1.2. **CEILINGS** Taping, priming and painting of all ceilings. Standard white ceiling paint will be used.
- 1.3. **MOLDING / TRIM / WOODWORK** Taping, priming, and painting of all moldings, trim and woodwork. Gloss or Semi-Gloss will be used for all molding, trim and woodwork
- 1.4. **TRAILER-WIDE** Taping, priming and painting of all aspects of the premises will be handled. A variety of paint types will be used to give an updated trailerwide makeover.

2. WALLS

- 2.1. **REPAIR** Minor demolition, reframing (if required), and re-insulation (if required) as well as panel replacement for any repairs to be made. On older trailers, it may not be possible to match the panels being repaired, so a full replacement may be required alternatively.
- 2.2. **FULL REPLACEMENT** Major demolition, reframing, and re-insulation as well as panel replacement for full trailerwide wall replacement will be made. If panels are used, moldings and trimwork is recommended but not included. For drywall, we will provide a full level 3 finish, including taping, feathering and blending. Trailerwide wall replacement does **not** include any additional painting.
- 2.3. **RE-INSULATION** This project is best done in addition to the FULL WALL REPLACEMENT mentioned above. After the old walls have been demolished, all compromised insulation will be replaced before putting the new walls up. R-15 insulation will be used as a standard unless otherwise discussed.

3. FLOORS

- 3.1. **NEW INSTALLATION** Vinyl plank flooring is highly recommended and will be installed for all RV / Camper / Manufactured Homes requiring this project. Project area will be calculated and an additional 15% of the actual flooring material will be purchased on top of what is required to cover the overages, cuts, and damage from factory.
- 3.2. **FLOOR / SUBFLOORING, REPAIR** This project is best done after the old floor has been fully demolished. While there, any existing damages will be assessed, and repair recommendations will be discussed. Any and all compromised subflooring and framing lumber will be replaced as needed.
- 3.3. **RE-INSULATION** This project is best done after the old floor has been demolished. While there, all compromised insulation will be replaced before putting the new walls up. R-30 insulation will be used as a standard unless otherwise discussed.

4. MOLDING / TRIM / WOODWORK

- 4.1. **BASEBOARD** Baseboard molding installations almost always immediately follow the installation of a new floor. Primed 3.25" x 7/16" baseboards will be used as a standard, unless otherwise discussed, and this service does not include the painting or staining of the molding after installation, if required.
- 4.2. **SEAM** Seam moldings are typically installed after wall panels or ceiling panels have been installed, We will use primed seam moldings of various sizes as the project requires, unless otherwise discussed. This service does not include the painting or staining of the molding after installation, if required.
- 4.3. **MOLDING, INSIDE/OUTSIDE CORNER** We will use primed corner moldings of various sizes as the project requires, unless otherwise discussed. This service does not include the painting or staining of the molding after installation, if required.
- 4.4. **MOLDING, CROWN / CORNICE / CEILING** We will use primed corner moldings of various sizes as the project requires, unless otherwise discussed. This service does not include the painting or staining of the molding after installation, if required.
- 4.5. **TRAILER-WIDE** We will use primed corner moldings of various sizes as the project requires, unless otherwise discussed. This service does not include the painting or staining of the molding after installation, if required.

5. CEILING

- 5.1. **PARTIAL REPAIR** Repairs will be made due to age, water damage, weather-related damage, etc. On older trailers, it may not be possible to match the panels being repaired, so a full replacement may be required alternatively for that room's ceiling. If panels are used, moldings and trimwork is recommended but not included. For drywall, we will provide a full level 3 finish, including taping, feathering and blending. This service does **not** include any additional painting.
- 5.2. **NEW INSTALLATION** Owner will choose between panels or drywall installation. If panels are used, moldings and trimwork is recommended but not included. For drywall, we will provide a full level 3 finish, including taping, feathering and blending. This service does **not** include any additional painting.
- 5.3. **RE-INSULATION** This project is best done in addition to the FULL CEILING REPLACEMENT or REPAIR mentioned above. After the old ceilings have been demolished, all compromised insulation will be replaced before putting the new ceiling up. R-30 insulation will be used as a standard unless otherwise discussed.

6. BATHROOM

- 6.1. **TOILET REPLACEMENT** Toilet shall be replaced using materials discussed with the owner. When the old toilet is removed, the status of the drain / flange and the wax rings and bolts will be assessed and any compromised materials will be discussed with the owner before being repaired or replaced at an additional charge, if required.
- 6.2. **CAULK/SILICONE REPLACEMENT** All caulk and/or silicone will be visually inspected and removed / replaced at the request of the owner.

7. KITCHEN

- 7.1. **CABINET STAINING/PAINTING** Once the owner chooses their colors / stain, all cabinets doors will be disassembled and hardware removed, then they will be primed, and sprayed for a professional finish, and then all hardware will be re-installed and cabinet doors will be reassembled. Premium primer, Latex Acrylic paints or oil-based stains will be used, unless otherwise discussed with the owner.

8. MISCELLANEOUS

- 8.1. **DOOR KNOB REPLACEMENTS** After discussing with the owner, door knobs / locks will be assessed and replaced at will using commonly available brands and parts.

EXTERIOR SERVICES

1. ROOF & RELATED

- 1.1. **ROOF / SUBROOF REPAIR** Depending on the type of roof, the appropriate materials will be used to make the repairs. We use Karnak products for all flashing and Henry for all adhesive needs, and will use the appropriate thickness sheathing (digitally measured and matched to existing thicknesses) to make repairs to any part of the subroof that requires it after demolition has been effected. We use aluminum drip edges and fascia boards for all replacements, repairs or new installations, and all exposed nail holes are siliconed over to properly seal them for protection against the weather.
- 1.2. **NEW ROOF INSTALLATION** We specialize in shingled roof installation, however if your pitch isnt great enough for a shingled roof, we work with excellent, reliable teams who specialize in “rubber roof” installations. For shingled roofs, the owner will choose the color from what is currently available. GAF products shall be used for the shingles.
- 1.3. **DRIP EDGE / FASCIA BOARD REPAIR OR INSTALLATION** We use aluminum drip edges and fascia boards for all replacements, repairs or new installations, and all exposed nail holes are siliconed over to properly seal them for protection against the weather.
- 1.4. **GUTTER SYSTEM INSTALLATION** Aluminum gutters will be installed in a portion (either sectional, or full wraparound) approved by the owner. Galvanized gutter spikes and galvanized gutter screws are used. For an additional fee, we will also install gutter “guards” that protect the gutter from being filled with foliage and related debris.
- 1.5. **GUTTER CLEANING SERVICE** We will remove any and all large debris from your gutter system, and then use forced air to blow out the smaller residual debris. We will also clear any downspouts and check for proper water drainage at the end of the project.

2. UNDER-TRAILER SERVICES & PROTECTIONS

- 2.1. **TRAILER LEVEL** The RV / Camper will be properly leveled according to the exterior steel beams and crossmembers. Concrete cinder blocks, paving stones and setting gravel will be used as needed. The level will be performed according to those standards, so interior access is not required but it does help. Trailer leveling is highly and strongly recommended before installation of new floors. **PLEASE NOTE: Depending on the age and condition of the existing RV / Camper, a level will not always correct some existing interior flooring issues or framing issues. In some cases, the interior floor and/or the structural framing will need to be assessed after the level has been done and any further repairs will be addressed and/or recommended to the owner.**
- 2.2. **CLEANOUT / CLEAROUT** We will go underneath the trailer and physically remove the debris that is present, and then blow out all of the leaves that have accumulated. The owner will choose where the leaf debris goes, as it will either be blown all the way back into the woods, or it will be bagged and removed for an additional fee.
- 2.3. **ALUMINUM REPAIR** Any rips, tears, or punctures will be assessed and prepared for correction. Aluminum sheeting will be cut to size and galvanized screws with neoprene washers will be used to fasten the new sheeting to the underside of the trailer, at which point all seams will be sealed using the proper silicone application methods.
- 2.4. **EXTERIOR INSULATION** For owners concerned about heat or cool air escaping through the floor, we offer the option to use 1" thick insulated foam boards, backed with a shielding layer of aluminum. They are cut and adhered to the underside of the trailer, with all plumbing and venting properly cut and all gaps filled after installation. These boards will also be fastened using galvanized screws in addition to adhesive. Seams will also be filled after installation.
- 2.5. **SKIRTING INSTALLATION** Pressure treated lumber will be used to build and affix the frame to your RV / Camper, and then either primed T1-11 tongue and groove sheets will be custom cut and fitted to the frame. As an alternative, standard pressure treated lumber can be used. Hinged access doors will be built as needed. **PLEASE NOTE: This service does not include any painting or staining services, but those services are available for an additional fee. We do not install vinyl or aluminum siding.**
- 2.6. **VINYL SIDING PRIME + PAINT** in specific cases where an owner wishes to change the color of their siding, or may otherwise want to update it without having all new siding installed, this is the option they are looking for. We will tape off and protect all unrelated materials, then prime the vinyl siding and paint it to the owner's desired color. We use surface primer and acrylic paint for these projects, typically Behr Premium unless otherwise directed by the owner. Project is weather-dependent and as such, timeframes will vary.
- 2.7. **RV / DECK / GAZEBO / SHED PRESSURE WASHING** Pressure washing services are available for your RV Exterior siding, RV Roof, deck, gazebos and sheds. Typical service includes the wash, with additional premium services offering the wash + chemical cleaning components for an additional fee. Project is weather-dependent and as such, timeframes will vary.

3. DECKS, GAZEBOS & SHEDS

- 3.1. **FULL DECK REHAB + PREPARATION (PREMIUM SERVICE)** This service is strongly recommended for the owner who is preparing to have their deck stained, with their deck not being in the optimal condition. This service includes; pressure washing every inch of the deck including stairways, railings, balusters, etc. It also includes correction of compromised boards, railings, balusters, and stairs. If the frame is warped or twisted, or if the hardware has been compromised, we will fix / replace that too. For all lumber that has expanded or contracted and is no longer flush with the rest of the decking, we will remove all old nails in the compromised lumber to be worked on, plane the boards until they are even, and then refasten them. As a final step, we will then properly sink all visible nails, and fill the nail holes with wood putty, and then sand once finished. This is a premium service we offer, and timeframes may vary depending on the size and type of the deck. Project is weather-dependent and as such, timeframes will vary. If the deck is built over a hill and/or has a steep decline that we have to work around, additional fees will apply.
- 3.2. **DECK STAINING** For basic deck staining, we use Behr Premium deck staining products. For decks older than 10 years, we use solid stains. For newly built decks, the owner has the choice between transparent, semi-transparent or solid stains, depending on their desires. This service includes staining of the decking itself, the railings, stairways, frame and any access ports / doors that may be present.
- 3.3. **GAZEBO REPAIR / REHAB** This service can include a multitude of different components. It includes general repairs, such as interior or exterior wall repair, interior floor repair, window repair or replacement, insulation installation, a new shingled roof installation or repair, a gutter system installation, etc. It can even include simple things like a rebuilt door, additional silencing or gap filling, or repair of water damage. Project is weather-dependent and as such, timeframes will vary. **PLEASE NOTE: This service does not include any painting or staining services, but those services are available for an additional fee.**
- 3.4. **SHED REPAIR / REHAB** This service can include a multitude of different components. It includes general repairs, such as interior or exterior wall repair, interior floor repair or installation, a new shingled roof installation or repair, a gutter system installation, etc. It can even include simple things like a rebuilt door, additional silencing or gap filling, or repair of water damage. Project is weather-dependent and as such, timeframes will vary. **PLEASE NOTE: This service does not include any painting or staining services, but those services are available for an additional fee.**

4. LANDSCAPING, CLEANUPS AND TREES

- 4.1. **PROPERTY CLEANUPS** We blow off all of the leaves on your property and leave you with a clean, fresh landscape. We also remove any problem branches, twigs, or other debris that is unsettling to the eye. The standard service includes blowing the leaves into the wilderness away from your property when available. For an additional fee, we can bag and remove the leaves and dispose of them off-site.
- 4.2. **WEED MANAGEMENT** If after having your property cleaned the owner decides to have their weeds removed, we offer that service as well. We burn pull out and burn away any weeds that we can see, and then afterwards we spray weed-killing chemicals to finish the job. We do not currently offer any

(cont...) “pet friendly” weed killing sprays. **PLEASE NOTE: This service is also weather dependent. Not only does that affect the timeframes, but depending on how the season presents itself, the amount of time before the weeds grow back will vary. If it is a wet and sunny season, the weeds may return before the season’s end, so please be aware.**

- 4.3. **DITCH / TRENCH CLEARING** For clients who may need to have their trench cleared out in order to avoid a fine, or who may need to have it cleaned before other permits are issued, we can help. While we do not clean out / clear out culverts themselves, we can ensure that the ditches they reside in are cleared and free of blockages or debris.
- 4.4. **FIREPIT BUILDING** Each project is different and will be discussed with the owner, but firepits are an amazing spot for your home, and many nights will be spent around them. If you don’t have one that you are satisfied with yet, we can gather up the materials you like and then we can make it happen.
- 4.5. **TREE REMOVAL** We work with excellent tree services who can handle whatever you may need them to. From small trees that come down with a chainsaw, to medium sized ones that require a climber... or those gigantic ones that hang over powerlines and need a crane to lift them up and out, our crews and contractors can have them safely and efficiently taken off of your property. Standard services include the cutting, removal, and quartering (not splitting!) of the tree(s). Most brush will be chipped and/or removed, but the quartered wood itself will be left on the property. For additional fees, the entirety of the lumber can be removed from your property and carted away.
- 4.6. **EMERGENCY TREE REMOVAL** Sometimes, nature knocks trees down, and sometimes they land on your stuff. If you have a tree that has fallen on your property, landed on your RV / Camper or vehicles, or is blocking your movement in some way, then we offer emergency services to get those trees taken away.

DEMOLITION SERVICES (FULL & PARTIAL)

ATTENTION: WE OFFER THESE SERVICES TO PROPERTY OWNERS, AS WELL AS OTHER CONTRACTORS WHO MAY NOT HAVE THE TIME OR THE TEAM TO GET THIS WORK DONE OTHERWISE. IF YOU ARE A CONTRACTOR WHO IS READING THIS, PLEASE DO NOT HESITATE TO REACH OUT AND DISCUSS THESE OPTIONS WITH US.

1. INTERIOR

- 1.1. **CEILING** Depending on the type of ceiling, we can either remove the existing ceiling completely or remove only the damaged parts in preparation for the new ceiling install. If a full ceiling demolition is required, then all panels / drywall will be ripped out down to the studs. All sub ceiling material will come down, all compromised insulation will be removed, and all nails and screws will be removed as well, leaving a clean, smooth surface. Electrical will remain untouched, but exposed. This will leave everything inside the ceiling exposed as well. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 1.2. **WALLS** Panels or drywall, as well as any and all moldings or trim will be removed entirely. Only the studs will remain, and any compromised insulation will be removed. Any compromised lumber will also be removed so long as it does not pose a danger or compromise structural integrity. All nails and screws will be removed as well, leaving a clean, smooth surface. Electrical will remain untouched, but exposed. This will leave everything inside the walls exposed as well. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 1.3. **CARPET REMOVAL** Carpet, padding, and base molding / trim will be removed. The floor will be cleared entirely, leaving only the subfloor in tact. Any staples, tacks, tack strips, nails or screws will be removed, leaving a clean, smooth surface. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 1.4. **FLOOR** Tile, planks, linoleum, and any related padding and base molding / trim will be removed. The floor will be cleared entirely, leaving only the subfloor in tact. The areas of the subfloor that are compromised will be cut out and removed. Any staples, tacks, tack strips, nails or screws will be removed, leaving a clean, smooth surface. Any broken screws or nails will be ground down flush, and the floors will be fully prepared for new floor installation. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 1.5. **BATHROOM** We remove the ceilings, walls, and floors in the bathroom. Then, we remove the toilet, the shower pan/tub, shower doors, and the shower surround. Finally, we remove the vanity, the sink and disconnect the plumbing. Electrical will remain untouched, but exposed. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.

- 1.6. **KITCHEN** We remove the ceilings, walls, and floors in the kitchen. Then, we remove the cabinets, disconnect the water heater, remove the sink and disconnect the plumbing. Electrical will remain untouched, but exposed. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises. All nails and screws will be removed as well, leaving a clean, smooth surface.
- 1.7. **FULL TRAILERWIDE GUT** You get everything listed above, for all rooms of the interior. All walls will be gutted, all ceilings will be gutted, all floors will be gutted. Electrical will remain untouched, but exposed. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.

2. EXTERIOR

- 2.1. **ROOF** Depending on the type of roof, we also offer demolition services for roof as well, typically for shingled roofs. We will remove all shingles entirely, as well as all starter strips, all padding underneath, and then we will pull all nails and/or screws. For broken or decayed hardware, we will grind it all the way down to the subroof. If areas of the subroof are compromised, we will discuss with the owner whether or not they want us to replace / repair the subroofing and/or framing. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 2.2. **GAZEBO / SHED** Often times owners may need to get rid of their gazebo or shed in preparation of having a new one either built or delivered. We offer the service of demolishing their structure in quick order via multiple methods; We can demolish it entirely and then have the rubbish removed separately for additional fees payable to either VIKING Innovations, LLC. or the community affairs office; or we can have a third-party arrive with heavy equipment and remove the structure entirely. Again, their disposal fees will be separate from ours, and our are separate from whatever the community charges. Please discuss these options with us. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.
- 2.3. **DECK** We can also take down and demolish decks as well. We do that in portions so that it is done as safely as possible, and all of the lumber is left on-premises unless otherwise discussed. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises. Disposal options are available, however the disposal fees will be separate from the demolition fee. Please discuss these options with us. The area will be cleared and cleaned after demolition has completed, but the materials will be left on-premises unless otherwise discussed.

3. RUBBISH REMOVAL

- 3.1. **DUMPSTER RENTAL** We work with rubbish removal companies who can provide towable dumpsters anywhere from 10 cubic yards to 30 cubic yards. Most smaller demolition projects can fit all of their rubbish into a 20 yard, while the “full gut” demolition projects usually require a 30 yard container. This is a service we offer by utilizing a third-party company, and therefore is an entirely separate fee.
- 3.2. **COMMUNITY DISPOSAL FEES** As an additional option, many communities offer to accept rubbish for a fee, or a collection of fees. If the owner prefers, we can dispose of their materials via the community disposal area, but the owner will have to pay for all of those fees payable to their community affairs office, as well as an additional transportation fee payable to VIKING Innovations, LLC.

AirBnB / STR ("SHORT TERM RENTAL") SERVICES

We also have a small division that we dedicate to STR ("Short Term Rental") and AirBnB owners who need their premises nice and clean after their previous guests have left. Or maybe there is an emergency rental that you weren't ready for. Don't worry, because we work with property owners on their schedule to get everything into tip-top shape before their next renter arrives.

1. INTERIOR

- 1.1. **STANDARD CLEANING** VIKING covers your entire mobile home, top to bottom, ensuring all corners of your RV is thoroughly cleaned after each guest. This basic service includes all generalized cleaning services such as removing any trash, changing out any linens and/or bedding (owner provided), dusting, sweeping, vacuuming, limited steam cleaning, window / mirror cleaning, and basic disinfecting of high-touch areas. This service utilizes all materials provided by the owner, such as replacement bedding, pillowcases, rugs, curtains, shampoo / conditioner, and any food items (snacks, condiments, etc.) that may be required.
- 1.2. **DEEP CLEANING** This is reserved for owners who've had clients who had a lot more fun than expected, and even less consideration before they left. Or maybe it is just time and it's been a few months since your last deep clean. This package includes everything that our Standard Package does, and includes the following; floors, walls, tables, countertops and appliances will be sanitized via steam cleaning. Dishes will be washed, cleaned and organized, bedding will be replaced and all linens washed, cleaned, and returned to the owner. Toilet bowl and seat will be scrubbed, along with the shower/tub and bathroom sink. Baseboard molding will be sanitized and cleaned, scuffs and markings on the walls will be addressed via magic eraser time, all lightbulbs will be checked and replaced – including appliance lights. Remote controls and video game controllers will have their batteries changed. Finally, VIKING will provide shampoo / conditioner / soap, and if the owner requests it, coffee and tea products can be provided and presented for the next guest as well.
- 1.3. **CHECK-IN /ASSISTANCE SERVICES** Sometimes, as an owner you might not be close to the property that you're renting. Your renters may need assistance with something that you aren't around to provide. That's where we come in. We can step in for you and address their issues in a timely fashion. We can even provide assistance on an "emergency" basis for when they need help *right now*. Please reach out to discuss these options with us. This service is based on availability and may not be available 100% of the time, but this will be disclosed upon interactions with the owner, so please be advised. Further, we do not handle plumbing or electrical issues so please also take that into consideration.

2. EXTERIOR

- 2.1. **PROPERTY CLEANUP** People enjoy spending time outside. Sometimes those people are messy, or disorganized. We will clean up after them, collect garbage, empty out the ashes of the firepit, clean up the barbeque / grill itself and the area surrounding it, and put everything back where it should be. This is an often underestimated service that you didn't know you needed until now.

MISCELLANEOUS SERVICES

We offer a lot of services and are blessed to work with a lot of people who do different things and have different specialties. Below is a list of **some** additional services that we offer, but if you don't see your needs addressed on that list, then please do not hesitate to reach out. Maybe we can help. Maybe we can't. The worst that can happen is that we regretfully decline.

1. INTERIOR & EXTERIOR

- 1.1. **PROPERTY WELLNESS CHECKS** The weather is awful, or maybe there was a bad storm that you heard about and you're worried about your property. Reach out to us, and we can stop by and do a quick assessment of what's going on in or around your property.
- 1.2. **PEOPLE WELLNESS CHECKS** As said above, sometimes you aren't nearby and the need arises to check in on someone. Maybe it's someone elderly who is staying at the property, or maybe it's someone who has a disability that may need assistance. We can stop by to make sure that they are ok and that they have everything they need. Maybe you can't reach them, and you're just worried and want someone to be there to confirm that everything and everyone is ok. We can do that for you, without hesitation.
- 1.3. **MOVING SERVICES** Furniture is heavy, and we have some big people. If you need furniture moved, or even delivered and unloaded from a local store, reach out and schedule us, we will make it happen.
- 1.4. **MATERIAL PICKUPS** You're a homeowner and want to get some things done yourself, but you don't have a vehicle that can handle the trip, or multiple trips that you would need to transport the materials that you just bought back to your place. We offer this service both to homeowners as well as busy contractors. We can even pick the materials up for you if it's an online order ready-to-go at the store, and save you the time of having to go yourself. Our discretion is legendary, so don't hesitate.
- 1.5. **SNOW REMOVAL FROM RV ROOFTOP** Once again, there was some heavy snowfall in the Poconos, and you're worried about the weight of the accumulating snow on your roof. Maybe you're worried about the snow solidifying and forming an ice dam that will cost you thousands in water damage repairs later on. Call us. We can go, and remove snow from your rooftop and leave it at a safe level. If ice dams have already begun forming, we can use specialty equipment to thaw it out, melt it down, and break it up.
- 1.6. **SNOW REMOVAL FROM DECK** We offer this service to people who enjoy coming down to visit their winter wonderland exactly as nature treats it, but don't want to have to deal with the extra inconvenience of removing the snow from their decks once they're here. Schedule us to come out and shovel it for you, and by the time you arrive, it's simply walk-in ready.

- 1.7. **FIREWOOD STRUCTURE BUILD** If you're tired of looking at your mess of a woodpile and think it's time to erect a dedicated structure to properly house and protect your firewood for all seasons, we will build a structure for you. Materials will be discussed and a basic design will be drafted. Then, we build it and help you to get organized.
- 1.8. **FIREWOOD STACKING** So, you have a messy firewood pile. Well, once we build your new firewood housing structure for you, for an additional fee we can stack it neatly for you. Or, even if you haven't had us build a structure for you just yet, and you have a desire to tidy up your property and give your firewood a dedicated area to be stacked in, we can do that as well. We usually combine this service with our property cleanups but sometimes, people just don't want to deal with the wood, and that's all. Message or call, and we will send someone out to wrangle that headache for you.
- 1.9. **MUCH, MUCH MORE...** probably!

© 2023 by VIKING Innovations, LLC. All rights reserved.

OPERATING STANDARDS

Here is the “*fine print*”, only it’s not so fine. This outlines how we conduct ourselves and what you can expect of us.

STANDARDS

If we give you a quote, that is typically the price it will cost to get the job done. We will not hit you with hidden costs, and everything will be outlined in our estimates using that date’s material costs. Unlike other contractors, we aren’t out to ‘nickel and dime’ you or to constantly hit you with unexpected expenses. We will discuss the cost of the project, and what “unforeseen” costs that you may or may not want to prepare for ahead of time.

We take pride in our work and like to focus on the small details. We may not be the fastest workers in the world, but we’ll do it right. If we don’t? Then we will go back and do it again, until it’s right. That’s just how we roll.

If a project begins, and something unexpected or unforeseen happens (*like, for example we have to demolish a current floor to prepare for a new flooring installation, and we find rotten subflooring material that needs to be corrected*), we will discuss this with you **BEFORE WE EVER EVEN SWING A HAMMER**. In the event that we **DO** find unexpected repairs that need to be made, we will stop work immediately, discuss the issue with the owner, and if any additional work is required, we will then issue a “*Change Order*” form for review.

We will not begin any work unless a formal proposal / estimate / contract is signed. We use **ADOBE SIGN** as our third-party digital signature service so that documents can be digitally signed online. The only exceptions to not beginning any work without signed documentation are for jobs involving property cleanup, or any job requiring a sense of immediate urgency, such as “*emergency*” work. In which case we will do what needs to be done – **after** speaking with the owner – and then send them a bill upon completion.

Any personal information collected will be for the purpose of filling out a properly executed proposal / estimate / contract. Your e-Mail address will also be added to our company mailing list so that notifications can go out to previous customers or people who have considered utilizing our services regarding sales, limited time discounts on services, booking schedules, so on and so forth. If you wish to be unsubscribed from our mailing list, please reach out at any time and let us know. Any entry codes to premises lockboxes, or keys left in our custody will be used only for their intended purpose, and no other.

DISCLAIMERS

ALL PERMITS TO BE OBTAINED ARE THE RESPONSIBILITY OF THE PROPERTY OWNER, AND VIKING INNOVATIONS, LLC. WILL NOT BE HELD RESPONSIBLE FOR OBTAINING SAID PERMITS.

VIKING INNOVATIONS WILL NOT BE HELD RESPONSIBLE FOR THE REMOVAL OF RUBBISH BUILDING MATERIALS.

ESTIMATED TIMES OF COMPLETION DEPEND ON NUMEROUS FACTORS INCLUDING MATERIAL AVAILABILITY, WEATHER CONDITIONS, VENDOR SHIPPING TIMES, AND/OR CONTRACTOR OR SUBCONTRACTOR AVAILABILITY.

VIKING INNOVATIONS, LLC. WILL NOT BE HELD LIABLE FOR ACCEPTANCE OR INSPECTION OF INCOMING DELIVERIES OR MATERIALS.

INDIVIDUAL TASKS WILL BE COMPLETED IN NO PARTICULAR ORDER AND ADHERE TO NO SPECIFIC SCHEDULE OTHER THAN THAT WHICH IS SET FORTH AND SCHEDULED BY VIKING INNOVATIONS, LLC., WITHIN REASON. IF A SPECIFIC COMPLETION DATE IS REQUIRED, IT WILL BE CONSIDERED "APPROXIMATE" AND DISCUSSED. ALL DATES LISTED ARE APPROXIMATE.

IF PAINTING/STAINING IS TO BE DONE, THE COLOR CAN NOT BE CHANGED ONCE PAINTING/STAINING HAS BEEN PURCHASED, AND CLIENT IS RESPONSIBLE FOR CHOOSING ALL PAINT/STAIN COLORS.

ANY REMAINING BALANCE WILL BECOME DUE IN FULL UPON COMPLETION OF WORK, OR UPON SCHEDULED PAYMENTS AS DISCUSSED, OR UPON ANY ELECTIVE TERMINATION OF PROJECT BY EITHER PARTY. IF DEPOSIT IS GIVEN AT THE TIME OF THIS PROPOSAL / ESTIMATE BEING SIGNED, THEN THAT DOCUMENT WILL SERVE AS AN ESTIMATE AS WELL AS A BINDING CONTRACT AND A RECEIPT OF FUNDS. ANY DEPOSIT MADE, IN PART OR IN FULL, IS NON-REFUNDABLE.

ANY AND ALL DIGITAL SIGNATURES ARE CONSIDERED VALID AND LEGALLY BINDING. IN THE EVENT THAT THIS DOCUMENT IS NOT FULLY EXECUTED / RETURNED TO VIKING INNOVATIONS, LLC. BEFORE WORK BEGINS, ANY FUTURE CORRESPONDENCES FROM THE TIME OF RECEIPT OF **(CLEARED)** DEPOSIT WILL BE CONSIDERED AN ACKNOWLEDGEMENT OF RETAINMENT.

VIKING INNOVATIONS, LLC. WILL NOT BE HELD RESPONSIBLE FOR ANY FUNDS THAT HAVE BEEN LOST VIA DIGITAL TRANSACTION. WORK WILL NOT BEGIN UNTIL SAID FUNDING HAS BEEN LOCATED AND PROPERLY IDENTIFIED

VIKING INNOVATIONS, LLC. WILL NOT BE HELD RESPONSIBLE FOR ANY PRIOR DAMAGE TO YOUR PROPERTY OR BELONGINGS WHICH WAS / WERE PRESENT BEFORE VIKING INNOVATIONS, LLC. BEGAN WORK.

VIKING INNOVATIONS, LLC. RETAINS ALL RIGHTS TO ANY AND ALL PHOTOS / VIDEOS TAKEN OF THE WORK WE HAVE PERFORMED FOR THE PURPOSES OF ADVERTISING, WHETHER VIA PRINT OR SOCIAL MEDIA DISPLAY.

METHODS OF PAYMENT

CURRENTLY ACCEPTED:

CASH
CREDIT / DEBIT
ZELLE
CASHAPP
U.S. POSTAL MONEY ORDERS
VENMO + 7% SURCHARGE
BANK CASHIER'S CHECKS

METHODS NOT ACCEPTED:

PAYPAL
PERSONAL CHECKS
BANK TRANSFERS

CLOSING NOTES

We are a small, family owned and operated business and make no attempt to portray ourselves as anything other than that. We appreciate each and every one of you, whether you have used our services, or have not but are considering it. Without you, we wouldn't exist as a company and that is not lost on us. Thank you for your patronage.

REFERRAL DISCOUNTS

This applies to existing customers who were so satisfied that they recommended us to someone else! If your **verified** recommendation / referral leads to completed work for us, then the next time you as an existing customer need work done or services performed, guess what? You get a discount! Feel free to reach out to obtain some more details!

VETERAN / POLICE DISCOUNTS

The sacrifices of those who have served is often times disregarded... but not by us. For all of our veterans and police personnel, you are seen, and you are appreciated. Please ask us about our Veteran / Police Discount rates, so that we can show that appreciation. Hey, those discounts may even keep on increasing should anyone feel the need to issue us some current PBA cards... -wink, wink-

WE'RE ONLY HUMAN, TOO!

If you see any typos, grammatical errors, or other discrepancies in this document, please let us know ASAP!