



THE CLEARY COMPANY

Why Should Homeowners Buy Plumbing Fixtures from Their Contractor or Plumber?

In response to clients who ask about providing their own plumbing fixtures & materials.

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The retail and sale prices at plumbing supply distributors we do business with at The Cleary Company are historically higher than the superstores (Home Depot, Lowe's etc) and online retailers (Amazon, Overstock, etc). There are many reasons for this and we are providing this information to you as a courtesy so that you can make the best decision for your home improvement project.

First, Superstores and online retailers derive a portion of their profits from manufacturers' rebates based on sales volume and can recover a portion of their discounted consumer prices. They however assume no liability and carry only the manufactures warranty. What this means to the homeowner is if you experience a problem with your purchase you have to deal directly with the manufacturer via email or phone to resolve any issues. Second, customer service, The Cleary Company maintains relationships with sales reps and manufacturers reps from the companies we do business with and therefore can get most issues resolved quickly and efficiently and in some cases get product replaced at no additional cost to you. And third is quality. There is a difference! Products & materials purchased from plumbing supply distributors are made with original ceramic disc valves, all brass construction, threaded connections, metallic drain assemblies, etc.

Please be aware The Cleary Company and the professional plumbing trades we do business with DO NOT warranty any installation of plumbing products or materials purchased from superstores, discount warehouses and/or online retailers.

Also, please be aware of what is included in our costs to provide products and materials to you:

- Time for our staff to confirm selections, place orders, receive and stage all products and materials for installation, top out and trim.
- Transportation of products and materials to and from jobsite.
- A warranty on all installation and labor by us and/or one of our professional plumbing trades.

Included in costs from our vendors & professional plumbing trades

- The cost for their service department to obtain any replacement parts for defective material and make a service call for 1 year. (Plumbers are not reimbursed for any labor to replace defective materials by either the manufacturer or supply house. This is done at cost to us).
- Cost to insure all material stored in our warehouse and liability insurance for product.



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- Cost to file all necessary paperwork for the protection of builder/remodeler, supplier, plumbing contractor and homeowner.
- Materials are more readily available to them thru the support of Plumbing Wholesale Distribution Centers instead of waiting on factory delivery.

If you should choose to use owner provided material, you will need to coordinate the following with us:

- Sign a contract addendum release stating you are aware of above information and accept all liability and costs associated with your purchase.
- Homeowner must provide all specifications, dimensions and installation instructions for any products they purchase ASAP to The Cleary Company. This is essential for the timing of scheduling and ordering of other materials for your project.
- All products ordered by a homeowner must be received by and verified by the homeowner.
- All products will have to be delivered to the jobsite complete on the requested date by homeowner for installation.
- Homeowner will be responsible for obtaining all defective or missing parts.
- The Cleary Company is not responsible for defective products, incomplete ordering of products and/or mistakes made by homeowner or supplier of products ordered by homeowner. Also, homeowners must be aware that project deadlines could be affected by delays and reorders.
- All service calls on these products will be the responsibility of the homeowner.
- Any additional materials needed and ordered by The Cleary Company as a result of your purchase will be billed to the homeowner.

IMPORTANT NOTE: Any additional trips or labor required due to missing or defective material will be billed accordingly to the client at The Cleary Company's current hourly rate of \$85.00 per hour.