

# Excel Roofing Inc.

13431 Evergreen Ln. Dayton, MN 55387  
763-712-0757  
www.excelroofingmn.com



---

## Re-Roofing, What to Expect...

### The Consultation

---

When you contact Excel Roofing, you'll be put in touch with one of our consultants who will visit your home, walk your roof, and discuss your options in detail with you.

Our consultants are dedicated to helping people choose the best roof for their needs, explaining each cost, and listening to your desires and concerns.

---

### Payment Schedule

---

1. **Insurance Deductible** – You are responsible to pay your insurance deductible. We will collect your deductible at the time of signing your contract. If needed, we can schedule the pick-up of your deductible when you receive your first insurance check.
2. **Insurance Checks** – You may have already received your first insurance check, or it is soon to come. When you receive your check, please send us an email or a phone call to let us know it is ready to be picked up. If your mortgage company is on the check, you may have to get the check released, deposit into your account and write Excel Roofing a personal check. We are happy to help with any questions on doing this. Roofing materials will be ordered when we receive your 1<sup>st</sup> insurance check.
3. **Final Payment** – When the job is completed, we will send the insurance company the final invoice along with any updated supplements. When you receive your final payment, please call Excel Roofing so we can schedule to have it picked up.

### The Process

---

1. **Start Date** – we will notify you by email/phone to let you know your scheduled appointment date is. Please know that Excel Roofing does everything possible to keep your appointment, but due to weather, your scheduled day may change in which you will receive a 2<sup>nd</sup> email/phone call with an update.
2. **Materials** – 1 to 2 days before your scheduled appointment, you will receive your dumpster and shingles. The removal of your dumpster will normally be picked up 1-3 days after the job has been completed.

# Excel Roofing Inc.

13431 Evergreen Ln. Dayton, MN 55387  
763-712-0757  
www.excelroofingmn.com



---

## Re-Roofing

---

Our normal arrival time when working on a roof is between 7 and 8 AM. Our equipment and trucks may need to access your driveway or park in front of your garage – the foreman will work with you to make sure your vehicles are easy to access and safe.

Our crews are committed to politeness and professionalism. Our foremen are happy to discuss your roof and answer any questions you might have.

Roofing is messy work, but we use state of the art equipment to contain materials, and we clean your property at the end of every day of work. Some debris will naturally occur over the course of the day, which is important to be aware of until it can be cleaned up, especially if you have pets or small children.

Roofing involves a lot of “drop zones” where it might not be safe to walk or stand. Make sure to check with the foreman and learn where it’s safe to enter and exit your house.

We do everything we can to make sure that homeowners’ normal lives continue uninterrupted during the re-roofing process.

---

## After the Job

---

Customer service isn’t finished when the roofing is. Our customer service team continues to interact with customers, addressing any questions they might have with their new roof, and continuing to follow up to make sure your roof is everything you wanted and needed.

---

## Minnesota Insurance Claim Process

---

### **Step 1: CALL EXCEL ROOFING FOR A FREE STORM DAMAGE EVALUATION**

- Call 763-712-0757 or email: [shawn@excelmn.com](mailto:shawn@excelmn.com)
- One of our representatives will inspect your home and verify whether you have hail or wind damage

### **Step 2: CONTACT YOUR INSURANCE COMPANY TO FILE A CLAIM**

- Inform the insurance company that your home was examined by a licensed contractor and damage was found
- Describe the type of storm damage that occurred
- They may ask you for the date of the storm

### **Step 3: INFORM US WHEN THE INSURANCE ADJUSTER WILL BE COMING AND WE WILL MEET WITH THE ADJUSTER TO REVIEW THE DAMAGE TO YOUR HOME**

- Excel Roofing and the insurance adjuster will inspect your property together
- Your insurance adjuster will submit a summary report (scope of work) that will be forwarded to you

### **Step 4: FORWARD A COPY OF THE SUMMARY REPORT (SCOPE OF WORK) TO EXCEL ROOFING**

- Your insurance company will send you a summary report (scope of work) that describes the damage and itemizes costs
- Excel Roofing will negotiate with your insurance company, on your behalf, regarding any price or quantity discrepancies; your insurance company will update the summary report as needed. Forward a copy of any revised summary reports to Excel Roofing as they become available

### **Step 5: EXCEL ROOFING WILL MEET WITH YOU TO MAKE SELECTIONS**

- You select materials, colors and sign an agreement with us
- Together we will discuss a start date that best fits your schedule
- Once we receive the down payment, materials are delivered, and the project usually begins within 48-72 hours of delivery assuming the weather cooperates
- Excel Roofing oversees the process; job site will be cleaned and inspected to ensure quality and satisfaction

### **Step 6: PAYMENT BALANCE AND WARRANTY INFORMATION**

- Excel Roofing provides you and your insurance carrier a copy of your invoice (or notice of completion) when our work is complete
- Forward final payments to Excel Roofing once the job is complete. You may need to have your Mortgage Company endorse your insurance check; this should be done without delay
- You are responsible only for your deductible and any agreed-upon upgrades
- You will receive all applicable Warranty documentation upon completion of work and receipt of payment in full