

## Quotation Date:

Dear [name],

Have you noticed that other (Trade) companies tend to just do a 'quote' —that is they give you a price, and that's all... as if price is the only thing worth considering when planning your job.

If all jobs and (Trade) companies were the same, that'd be true.

In reality, there are massive differences — things that matter — like **quality of materials, project management experience, the reputation of the company, how much planning will be required, help with the council, organising plans, choosing the right materials and critically, how many years will the work last you.**

Not to mention the important differences between (Trade) companies. Things like the skills and experience their team, will they deliver exactly the features they say they will, whether they offer a guarantee, how they manage the other contractors, will they stick to the budget and timelines promised, are they a Master Plumber/Electrician, and can they give you unbiased professional advice to get the best result for you.

That's why we have included some additional information to give you everything you need to make a great decision.

**Think seriously** about what you want from your Tradie company. Whilst "what's the price?" is an important question, here are a few others worth asking.

1. Will your (Trade) promise that every aspect of their work will represent quality workmanship and offer to fix any problems within 48 hours at no charge?
2. Do they run all their projects through an **87-point Quality Assurance Checklist**?
3. Do they inspect all their projects to ensure they are safe, legal and conform to (country / state) regulations?
4. Will they offer a **7-point extensive guarantee**?
5. Do they have a comprehensive health and safety policy?
6. Do they provide regular **communication** keeping you updated with how your project is progressing (or do they communicate in advance about when your job will be completed)?
7. Does your (trade) belong to the (Industry Association e.g. Master Plumbers)
8. Will they give you a firm start/completion time and be **honest** about their progress?
9. Can your (Trade) company offer **(49) references from delighted past customers**?
10. Does their point-man have over **32 years of experience** in the (Plumbing) industry ensuring you get the best advice available?

Of course, I wouldn't draw this to your attention if (your company name) didn't fulfil all of the above criteria (and much more).

I've included the following so you can see how we have all the bases covered:

... Our price and specifications for your job.

... Our unbeatable 7-point 'no hidden surprises' guarantee which is over and above the (industry association guarantee e.g. Master Plumbers)

... Testimonials from our satisfied clients. **(see the back page)**

... An example of the Quality Assurance Checklists we use to ensure your job is done right.

Quality Control				
Date		Project		Completed by:
<b>B PRE LINE CHECKLIST</b>				
1	Review plan before starting work			
2	All pipes are BICOGNE where they go through timber or other flammable outer pipes			
3	Checked pipes aren't running over manholes or any lights e.g. not coming through middle of rooms, bedrooms and hallways			
4	Checked hose taps aren't in the way of down pipes			
5	Checked all pipes to floor level and raised them with the 100mm cap check in right position			
6	Job has been pumped up to 1000 kpa and left for 15min or until you have cleaned up the job			
7	Swept up all dirt mess e.g. Bathrooms, WC area and kitchen			
8	Checked all windows for leaks			
9	All vents through the roof and straight			
10	All shower wastes installed			
11	Flashed off roof water tight			
12	All waste pipes in correct position including gpc			
13	Mark limiting valve position on plan (Marking memo)			
14	Job Cards filled in correctly			
15	Check off pipes to be cut off at concrete level			
16	All penetration through building structure is sealed			
17	All mixer faucets and handles in range in use and labeled			
18	Remove all labour things and materials from site			

So if you are convinced and think (like so many of our satisfied customers) that we are the right (Trade) Company for your project, (insert Call to Action e.g. click accept quote) or want to discuss in further detail then call me, today on XXX-XXXX-XX.

Best Regards

*John Smith*  
Director  
XYZ Plumbing



**XYZ Plumbing**  
Logo here



Insert Price and Specs here

# JASON BROWN PLUMBING & GAS

## *7 Point Satisfaction Guarantee*

### 1. SUPERIOR WORKMANSHIP

We guarantee our workmanship for 24 months and you can have peace of mind that our work will always be of the highest standard. We will fix ANY problem that arises due to our work free of charge because we stand by our work.

### 2. KEPT IN THE LOOP GUARANTEE

We understand that sometimes plans change mid-project and we are 100% committed to great communication and providing solutions rather than excuses. You will be kept informed about any problems, issues or unforeseen circumstances that arise during the work.

### 3. ON TIME EVERY TIME GUARANTEE

With Jason Brown Plumbing you can be sure we will turn up to your job on time. With multiple vans in operation and a strong administration team you will always get a fast & reliable response.

### 4. OUTSTANDING ADMINISTRATION

All your costing and invoice details will be delivered in a timely manner so you can keep track of the budget and avoid any surprises. All our vehicles include a G.P.S. so invoicing is extremely accurate and any queries are dealt with promptly. Plus our cutting edge job management system allows us to record your onsite assets so we come prepared to your site ... unlike other Plumbers who cost you more through extra trips to pick up parts.

### 5. QUALITY PRODUCTS & MATERIALS

We work with quality materials and brands (all covered with warranties) from reputable suppliers so you have peace of mind in knowing that we'll get it fixed right the first time. We guarantee to only install fittings into your home that we know will stand the test of time.

### 6. SAFE & TIDY GUARANTEE

Our team are presentable and our vans are clean, tidy and in an orderly state so that we can find what we are looking for immediately to save time. We guarantee to be conscious of your home environment and we will leave your place secure, tidy and safe. If you're unhappy in any way with the condition of your place we will remedy the problem that day - guaranteed.

### 7. HONEST & TRUSTWORTHY STAFF

We have honest and trustworthy staff and guarantee that you will find them considerate and conscientious when working in your home. We hire only 1 out of 20 Plumbers that apply to work with us, so you know that only the best plumbers and gas fitters are working on your project. All our employees follow a strict 11-point hiring process which includes a full police check.

*"We're confident that you'll be completely satisfied with the service that we provide at Jason Brown, in fact, we guarantee it!"*

Jason Brown  
Owner, Certifying Plumber



## Check out what other happy clients have said about working with us...

