ASPEN EXTERIORS®

Customer Project Timeline Diagram

Aspen is required to collect a sample of your roof IF your insurance company has only approved payment for partial replacement. Aspen will then have your sample analyzed to determine product availability. Your entire project cannot be turned in and processed by Aspen until your product analysis has been completed.

Homeowner will receive the INSURANCE PAPERWORK. Once received, the homeowner needs to immediately contact their Aspen representative to collect the insurance paperwork. Once the insurance paperwork has been collected the homeowner's project will be turned into Aspen's corporate office. At that point, the project will be measured, processed, and scheduled for production.

Homeowner will receive the 1st INSURANCE CHECK. Once received, the homeowner needs to immediately and proactively get the check endorsed by their mortgage company. Once the check is endorsed the homeowner must contact their Aspen representative to collect the 1st check. NOTE: Aspen will NOT start the construction of your project until the 1st insurance check has been received by Aspen.

Homeowner will be contacted by phone in advance by the Aspen production manager to schedule the delivery of permit/materials. The projected start date will also be scheduled at this time.

Homeowner will receive the 2nd insurance check. Homeowner will also receive the invoice from Aspen. This invoice is due upon receipt and may include insurance supplements.

Once Your account has been paid in full the warranty and lien waiver will be sent.

Claim Filed and Agreement Signed → Insurance Company Adjustment/Approval → Roof Analyzation (IF applicable) → Insurance Check & Paperwork Received → Project Turned In, Measured & Processed By Aspen → Roof Permit Ordered / Roof Materials Ordered → Roof Permit & Materials Received → Roof Completed → Billing → Customer Service

~ 2 WEEKS — ~ 2-3 WEEKS — ~ 1 WEEK — Approx. 5 WEEKS — WITHIN 30 DAYS — ~ 1 WEEK

Project Turn-In DATE

Approx. DATE

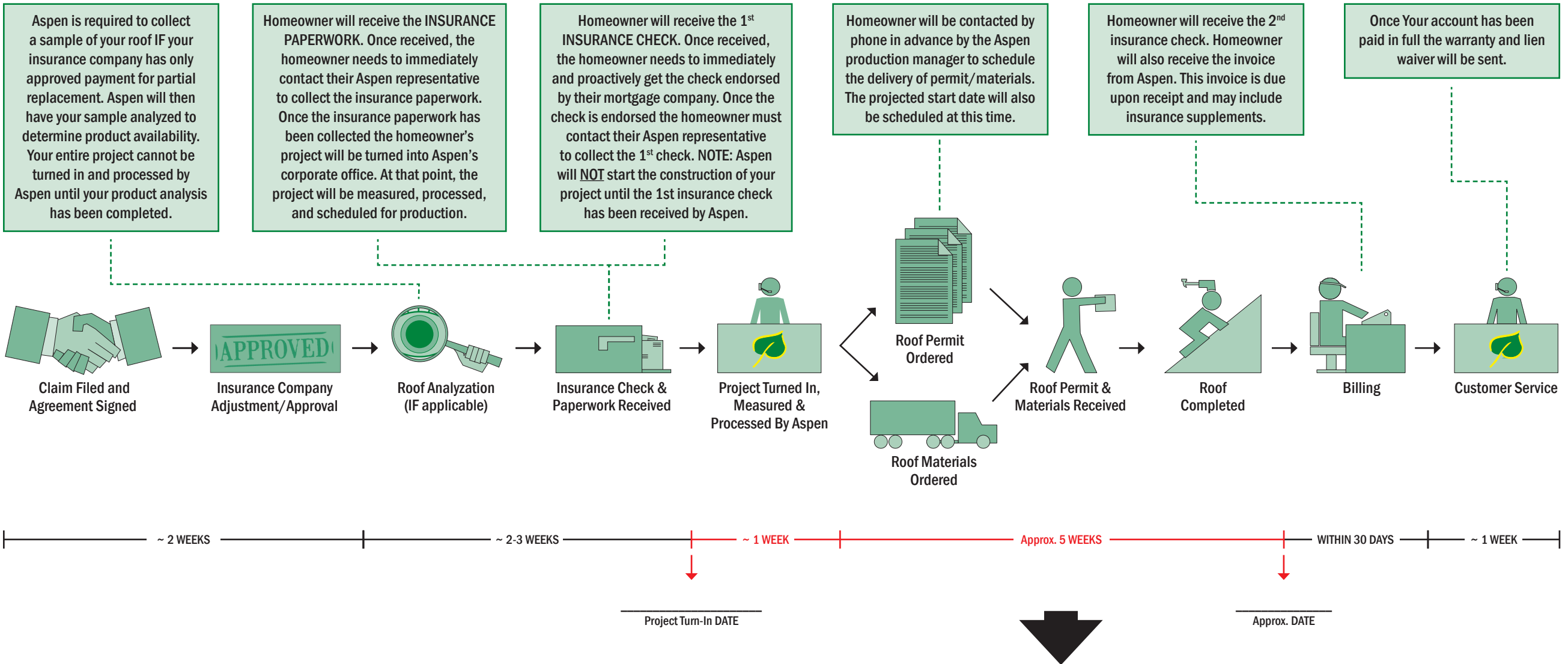**NOTE:** During a catastrophe Aspen becomes very busy. In this circumstance, the timelines listed above will vary. Please be patient.