

## **Certification Requirements for the Quality and Ethics Warranty**

- 1) Must be referred to our program by a consumer or sought out by CPS National for reputation of excellence to become a member.
- 2) Pass the consumer interview process. This entails the following:
  - A) Must score on a random survey higher than 90% customer satisfaction on the 25 point questionnaire.
  - B) Must have a minimum of 3 job sites inspected by a CPS National Representative for quality of craftsmanship.
  - C) Must pass expectation of performance by 95% or higher.
- 3) Must have verifiable proof of all licenses and current active insurance information.
- 4) Must be current with all vendors and suppliers as to accounts payable per the vendor or material suppliers terms.
- 5) License holder or qualifying person, owners, shareholders, partners, and managers must have passed the multi license background check, which looks for multiple filings to escape responsibility to the consumer.
- 6) Ability to provide verifiable proof company has been in business for a minimum of five years.
- 7) Owners must pass a criminal background check.
- 8) Company must have no less than a 90% efficiency rating with less than 10% call back rating.
- 9) Companies Materials must surpass all minimum state inspection requirements, not just meet them.
- 10) Material and craftsmanship quality have surpassed the fair market value for the service provided.