

CUSTOMER'S CERTIFICATE OF COMPLETION AND SATISFACTION SCRIPT

January 5, 2021 Update

(dialogue in *italics*)

DO NOT GIVE THIS FORM TO THE CUSTOMER

(Note: The scripts are based on California law but are not intended as legal advice.)

Preparation: Review the Instructions that accompany the Certificate, and the Certificate itself. Arrange a walk-through with the Customer or Customer's agent and address any items that need attention. Repeat the process, within reasonable limits, until the Customer is satisfied. Tell the Customer/Agent you will be asking him/her to "sign off on the job" when it is finished. Fill out this form in its entirety before presenting to the Customer for signature. Be sure to check the box for "Customer" or "Agent" – don't let them do it!

Customer(s): _____ **Date:** _____

Address: _____ **City/State/Zip:** _____

"This is our Certificate of Completion. It says you have inspected our work and it is complete, and that we have answered your questions, and that if you discover problems later, you will give us an opportunity to address them. Please sign here to confirm you have read this document and agree to it."

"Customer(s)"

CONTRACTOR

Signature. Check one: ☐ Customer; ☐ Customer's Agent

Signature

Print Name and Title

Print Name, and Job Title

If they write complaints on the form, or make a punch list, address them and then conduct another walk-through and present them with a new Certificate. Repeat the process, within reasonable limits, until you have a signature on an un-altered Certificate.