

CHANGE ORDER SCRIPT
(dialogue in italics)
DO NOT GIVE THIS FORM TO THE CUSTOMER

Customer(s): _____ **Date:** _____
Address: _____ **City/State/Zip:** _____

Preparation: Before presenting a Change Order for execution, have a friendly conversation with the customer about the circumstances that justify the change order. Focus on how the change order will help the customer, and work to prevent an impression that the customer has been the victim of “bait and switch” tactics. Cushion the arrival of the Change Order. The customer should be expecting the Change Order before being presented with the written document. Fill out the form completely **and check the box for “Owner” or “Agent” before presenting it for signature.**

“As I explained, your property needs {explain the change order work} because {reiterate why and how the change order benefits the customer}.”

1. Description of Changes in Work, Materials and/or Equipment Installed. *“The first paragraph explains the changes in the work/material/equipment. Please review it to make sure it explains what you want.”*

2. List of Documents Incorporated into this Change Order: *“{If applicable} The following documents are incorporated into this Change Order {e.g., remediation protocol}: _____.”*

3. Change in Contract Price. *“The price will increase/decrease by \$____, so the total revised contract price is now \$____.”*

☐ Increase the cost of the work by \$ _____

☐ Decrease the cost of the work by \$ _____

Total Revised Contract Price: \$ _____

4. Progress Payments. *“{If applicable}: The Progress Payment schedule will now be {explain}.”*

5. Completion. *“{If applicable}: Our new completion date will be {date}.”*

6. Note About Extra Work and Change Orders: *“This explains that Change Orders become effective when they are signed, and what must be included.”*

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7. **Terms.** *“This explains that all the other terms of our Agreement remain in place.”*

“Please sign here to confirm that you have read this and agree to it.”

“Customer(s)”

CONTRACTOR

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

Signature

Print Name and Title

Print Name, and Job Title