

12 Questions

to Ask Before Choosing a Contractor



Plumbing, Heating and Cooling

	CABRILLO	OTHER GUYS	OTHER GUYS
How long have you been in business?	We've been in business since 1961 under the same ownership.		
Are you licensed in California?	Of course we are. We have 2 contractor's licenses – one for plumbing and one for HVAC.		
Do you carry liability insurance? How much?	Yes, we carry a \$1,000,000 liability insurance policy (for each incident) to protect you in case something gets damaged at your home.		
Do you perform background checks on your employees? Through what service?	We perform criminal background checks on every employee we hire. They're usually done through Vigilant Employment Screening, Inc. of Sausalito.		
Do your employees wear uniforms?	Every field employee wears a company-issued uniform including white shirt with white pants, a red belt and black work boots. Our Cabrillo logo is prominently displayed above the pocket.		
Do your employees wear photo ID badges?	Absolutely. We want you to be sure the person at your door is an actual Cabrillo employee. You can even check out their picture and profile on our website.		
Do you charge by the hour?	No, we don't charge by the hour because we don't think you should have to pay extra when a job takes longer than normal. We'll quote you an exact price before we do any work.		
What type of warranty do you have on repairs?	We have different warranties for different repairs. They're typically the longest in the industry. See our website for details or ask us to send you a copy.		
How long will I have to wait for a warranty repair?	We try to run every call the day it comes in, if that's what our clients want. A warranty call is a priority to us, not something to be put off.		
Do you carry parts on your truck?	Each of our "Mobile Warehouses" is filled with the highest quality parts. We usually have everything we need to complete your job in just one visit. That means less waiting for you.		
Do you take steps to protect my home and furnishings? What kind?	Of course. Every technician will wear surgical shoe covers over his work boots to keep your carpets clean, and he'll even lay down a work mat where he's working to protect your floors. If it's a big job, we'll use wall-to-wall drop cloths to make sure your home is well protected.		
Can I speak with the owner if I have a problem?	Absolutely. They're always happy to speak with a customer. Ask for Mike Kent or Jeff Meehan – the 2 good-looking guys on our home page at DiscoverCabrillo.com		

For convenient service from professionals you can trust, choose Cabrillo Plumbing, Heating and Cooling.

1-800-908-3888

DiscoverCabrillo.com

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