

## **FAQ - General**

### **Q: How long have you been in business?**

**A:** 44 years and counting. Founded way back in 1970, we are still family run and have never wavered in our workmanship standards and our absolute delight in delivering beautiful results.

### **Q: What is “Specialized Client Services?”**

**A:** Over the years, we have had many customers call us to request we complete another home improvement project for them, but many times the request fell outside our typical menu of services.

This happened so many times, that we decided to launch our exclusive ‘*Specialized Client Services*.’ Here’s how it works. Once you have completed a project with us, you will be given access to a username and password that allows you access to an exclusive part of our website for past customers only. In addition, you can always contact us directly by phone to let us know what else we can help you with.

While we can’t promise we can do absolutely every project related to a home, we can do many projects big and small. We also have a list of trusted partners who can help when we can’t. This means you will always have one trusted source of contact for all your home improvement needs.

### **Q: Can I find somebody to do my project cheaper?**

**A:** Yes, it usually is not hard to find someone willing to offer you a lower price. Our prices are certainly fair and reasonable, but we will not try to compete with companies that will not have the same level of product quality or installation expertise.

Just like you wouldn’t want the absolute cheapest car or wouldn’t shop for the cheapest surgeon, it is a bad idea to judge a remodel solely by price. For more information about our pricing, [click here](#).

### **Q: Do you have insurance? Are you licensed?**

**A:** Yes and yes. It is important to make sure your contractor has adequate insurance – otherwise you are taking an unnecessary and unwise risk. Also, always check to make sure that any contractor you do business with has all appropriate licensing.

### **Q: Do you have payment plan options?**

**A:** Yes. Some of our customers come to us with a plan already in place to pay for the costs of their remodel. But if you don’t, financing options are something we can help with. We make it really simple to apply, and most times approval is fast and easy. For more information, visit our [Financing](#) page here.

### **Q: Do you accept credit cards?**

**A:** Yes, we accept all major credit cards.

**Q: What is your rating with the Better Business Bureau?**

**A:** We have the very best rating possible: A+. We are proud that we meet BBB's highest criteria and that we have maintained our top-notch reputation for decades. For more about our reputation, please [click here](#).

**Q: How can I find out more about Clark Renovations?**

**A:** Request your free copy of our Contractors Standards Guide. It shows homeowners what to look for in any contractor you consider hiring. We also put in our proof that we are a reputable contractor that you can trust with your home. To receive your free guide, please [click here](#) to visit our Contact Us page and request a copy of the Contractor Standards Guide.