



# Chris D. Hilton

Residential Building Inspection NC1069



## Cancellation Policy

So that I may better serve my clientele by scheduling their appointments within often-rigid deadlines, and to maintain reasonable fees for my service, I regret that cancellations within 48 hours or "on site" must be charged a cancellation fee.

**All appointments canceled within 48 hours prior to the scheduled inspection time will be charged a fee of \$125.00. Appointments canceled "on site" will be charged the quoted inspection fee. These charges are due and payable on site or upon receipt of billing.**

## Re-booking Option / Cancellation Fee Waiver

Because we value our clients, the cancellation fee will be waived if an inspection is re-ordered and performed within 14 days of the cancellation date. If an inspection is not ordered within this time frame, our cancellation fee will be charged to the party ordering the inspection, as outlined in the above policy.

## Follow-Up Inspections

The fee for follow-up inspections provided there is a two (2) day notice and free access to the property (Combo or E-Box) will be \$125.00 payable on site at the time of the inspection. If an appointment or key pick-up is required, the fee will be \$150.00. This inspection will be verbal only and the client must provide a list of the items to be checked prior to the follow-up inspection.

## Structural Letters

Due to an opinion rendered by the NC Board of Examiners for Engineers and Surveyors, home inspectors, who are not also Professional Engineers, cannot provide certification that a home is "Structurally Sound". A Registered Professional Engineer must render such certification. Most of the requests for these letters involve damage from wood destroying insects. This inspector, who is also a retired licensed General Contractor with over thirty years of experience, provided there are no visible structural impairments from wood destroying insects, will render a letter titled "**Specific Inspection Report** Damage Analysis – Re: Wood Destroying Insects". This letter will state the inspectors observations and that there is not visible structural impairments resulting from insects. The underwriter may or may not accept this letter. There will be no charge for this letter requested by the lender as part of a home inspection, provided no significant visible structural damage was observed, unless a return visit is required. Please be aware, if there are visible structural impairments resulting from insects, it is very likely that the underwriter will demand that they be repaired and that the adequacy of such repair be certified.

## New Construction Inspections

With frequency, we arrive to inspect new construction and find the property not ready to inspect. It is not fair to our clients to provide less than a full inspection, but this is not within our control. In this case, the inspection will proceed as scheduled to inspect whatever portions of the property are deemed by the inspector to be ready for inspection. The client will be expected to pay the full quoted cost of the inspection. A return visit to complete the inspection, if requested, will be invoiced at \$125.00 per hour. You can avoid this situation by giving us two business days notice in advance of the scheduled inspection that the house will not be ready, in which case we will reschedule for you at no charge. "Ready" means that all building inspections have been passed, all utilities are on, mechanical systems have been started and a certificate of occupancy has been issued. Please note that these same "ready" conditions are necessary for radon testing plus the house must have been closed for twelve (12) hours prior to the scheduled start of the test.

## Return Check Fee

Any check not accepted or returned from the bank unpaid will require a processing fee equal to all charges required from our bank plus a \$20.00 in house processing fee.

## "When Experience Counts"

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