



40 Industrial Dr
East Bridgewater, MA 02333-1680

Telephone: 1-888-609-5232
Email: sales@bathrite.com
Website: www.bathrite.com

Do your Homework before you hire someone to redo your bath...

Source	Company A	Company B	Company C	Company D
See reverse for more info	BathRite (WareRite)			
Better Business Bureau http://boston.bbb.org/ Accredited? Rating? Owner? Address? In business since? Complaints?	Accredited A+ rating Roger W. Ware, Pres 40 Industrial Dr East Bridgewater In Biz since 1978 No complaints			
State Corporation Database http://corp.sec.state.ma.us/corp/corpsearch/corpsearchinput.asp (see how on reverse)	Incorporated in 1978 Roger W Ware, Pres			
Home Improvement Contractors License http://db.state.ma.us/homeimprovement/licenseelist.asp	#140939 Under WareRite exp 12/2011			
Complaints Go to www.google.com , type in company name and the word complaints and see what comes up	None			
Business address Go to google maps and type in company address. Use the satellite or street view. Commercial or residential address?	80,000 sq foot Production facility			
Website Go to www.google.com and search for the company. Look at their web site. Look for full disclosure of company info such as address, ownership etc. Anyone can create a slick website, few can back it up.	Address, facility picture, contact info, warranty etc all disclosed			
Installation Do they use name brand products you recognize? Do they just cover up your problems?	Brand name products such as Kohler, Corian. NOT a cover-up			
Warranty How many years? What is excluded? Covers labor and materials? Likely company will last to honor?	Lifetime warranty Excludes misuse Covers labor and materials We'll be here!			
Certified Lead Paint Contractor Companies now need to be certified by the EPA to do work in homes built before 1978.	EPA certified firm and installation teams Certificate # LRI-E-2010-0099			



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We recommend that you do your homework before you even let someone into your house to work on anything. These days it is so easy to create a slick website that looks inviting and makes some great promises. While there are a lot of good companies out there, both big and small, there are several that are simply after your money and leave you with nothing of value. We suggest using this format to research out companies that you are considering.

Better Business Bureau - the link provided, www.boston.bbb.org will get you to their website where you can click on "Check out a Business or Charity". You can check out of state companies here too. It may take a bit of searching to find the right company but they should be there. There is lots of information available. If you need help call the BBB at 800-4BBB811 Monday thru Friday 9am to 3pm.

State Corporations Databases

Massachusetts: <http://corp.sec.state.ma.us/corp/corpsearch/corpsearchinput.asp>

New Hampshire: <http://www.sos.nh.gov/corporate/buslookup/>

Rhode Island: <http://ucc.state.ri.us/CorpSearch/CorpSearchInput.asp>

Companies that are incorporated or limited liability partnerships should be listed here. You may need to search by name of owner or president you found with the BBB. If the company is NOT listed they are probably a sole proprietor (single person owned). If what you find here contradicts other information you gather it may be a red flag. Plus, a strong warranty by a company with no significant assets is not strong at all.

Home Improvement Contractors License <http://db.state.ma.us/homeimprovement/licenseelist.asp>

Any company or individual doing home improvement work in the State of Massachusetts is required to be registered. You can search by company or individual. Need help? Call them at 617-973-8787.

Complaints - we suggest you do a Google or other search engine search online with the company name and the word "complaints". Make sure you check any results to ensure they are related to the company you are looking at. Many franchise operations have complaints in other parts of the country but local operations are well run. Complaints filed with the Better Business Bureau will also appear there.

Business Address – many websites and trade show booths promote outstanding deals and feature pictures that wow you into action. Check where the company is located by checking the address found on the BBB site, the company website and the State Corporations Database. While many outstanding home improvement operations are run out of the owners home, if the information is inconsistent with other information that might be cause for concern.

Company Website - check the company website. Is it just a slick website with awesome pictures or does it provide you with real information consistent with other info you have uncovered?

Installation – what kind of products will be used? Are they offering a real solution or simply covering up your old problems. Contrary to what you might have been told, covering over mold or mildew does not ensure it goes away.

Warranty - How long is the warranty good for? What is excluded (should normally only exclude misuse or improper care). Is labor included in the warranty? How likely is it that the company will be around as long as the warranty period? Does the company have the resources to back up a warranty claim?

Lead Paint Certification - Companies that do renovations on homes built prior to 1978 have to be certified by the EPA in Lead Paint Renovation, Repair and Painting (RRP). That does not necessarily mean that remodeling in your home HAS to follow the strict EPA procedures to minimize your exposure to lead. It does mean that companies have to be certified and have certified people that recognize the hazards and can deal with them appropriately. Make sure any company you hire has certified people.