



Demonstration report

Based on a fictional roofing quote. No real homeowner or contractor information is used.

CUSTOMER QUOTE REVIEW

Roof Quote Review

Usable but incomplete

The basic offer is understandable, but important scope, pricing, and warranty details need written clarification.

QUOTE
Quote 1

CONTRACTOR
Lakeshore Roofing
& Exteriors

QUOTED PRICE
\$18,650

QUOTE DATE
May 18, 2026

Bottom line

The quote can be reviewed and compared, but resolve the following before signing: the exact shingle system is not fully identified; one reliable roof quantity is not stated; damaged-decking pricing and the change-order process are incomplete.

Quote snapshot

Contractor	Lakeshore Roofing & Exteriors
Quoted price	\$18,650
Project	Remove existing asphalt-shingle roofing from the house and attached garage; replace deteriorated decking as needed; install synthetic underlayment, ice-and-water barrier, architectural shingles, drip edge, ridge vent, pipe boots, and flashing; remove debris and perform magnetic cleanup.
Underlayment	Synthetic underlayment
Workmanship warranty	5 years
Manufacturer warranty	"Lifetime limited" shingle warranty; exact product and warranty package not named
Payment	10% deposit at acceptance; 40% when materials are delivered; remaining balance at substantial completion
Expiration	30 days
Source completeness	Complete

Clearly included

- ✓ **Tear-off:** Existing asphalt-shingle roofing is to be removed from the house and attached garage.
- ✓ **Underlayment:** Synthetic underlayment is included.
- ✓ **Ice-and-water protection:** Barrier is included at eaves and valleys.
- ✓ **Edge metal:** New drip edge is included.

✓ **Ventilation work:** A new ridge vent is included.

✓ **Cleanup:** Debris removal and magnetic cleanup are included.

✓ **Workmanship warranty:** The contractor states a 5-year workmanship warranty.

Important items that are unclear or missing

1 The exact shingle system is not fully identified

The quote says “architectural shingles” but does not clearly name the manufacturer, product line, color, or impact-resistance classification.

2 One reliable roof quantity is not stated

The quote does not provide one clear roofing-square or square-foot quantity for comparison with other bids.

3 Damaged-decking pricing is not fully defined

The quote says deteriorated decking will be replaced as needed, but does not state the billing unit or price for plywood or board decking.

4 Ice-and-water barrier coverage is incomplete

Eaves and valleys are listed, but the quote does not state the coverage distance or whether protection extends around penetrations and sidewalls.

5 Flashing and pipe-boot scope is too general

The quote references new flashing and pipe boots without identifying which wall, chimney, skylight, or penetration components will be replaced.

6 Intake ventilation is not addressed

A ridge vent is included, but the quote does not identify intake ventilation or document a ventilation calculation.

7 Permit responsibility or cost is unresolved

The quote does not clearly state who obtains the roofing permit or whether permit fees are included in the price.

8 Extra work lacks a complete approval process

Hidden damage and additional work may increase the price, but the quote does not clearly require written owner approval before that work begins.

9 Manufacturer warranty details are unresolved

The quote references a "lifetime limited" warranty but does not name the warranty package, state whether enhanced coverage is included, or assign registration responsibility.

10 Start and completion timing is not stated

The quote does not provide an estimated start window, project duration, or weather-delay process.

Possible extra-cost and contract risks

Decking or concealed damage can increase the price

Deteriorated decking is excluded from the fixed price, and no unit price is stated.

A substantial payment is due before installation is complete

The payment schedule requires 40% when materials are delivered, in addition to the 10% deposit paid at acceptance.

Extra work may proceed without a complete written-approval process

The quote allows added charges for hidden conditions but does not clearly state how the price is documented and approved before work.

Material substitutions may be permitted

The printed terms allow unavailable materials to be replaced with “similar quality” products without defining an owner-approval standard.

Final payment is tied to substantial completion

The remaining balance is due at substantial completion, before the quote clearly requires final punch-list completion or delivery of manufacturer-warranty documentation.

Payment, cancellation, and warranty terms

Payment

- 10% deposit at acceptance
- 40% when materials are delivered
- Remaining balance at substantial completion
- No late-payment rate or returned-payment fee is stated

Cancellation and revisions

- Proposal is valid for 30 days
- Hidden conditions and additional work may increase the price
- No clear cancellation right or refund term is stated

Warranties

- 5-year contractor workmanship warranty
- “Lifetime limited” manufacturer warranty
- Exact shingle product, warranty package, and registration responsibility are not stated

Questions to ask before signing

1. **Which shingle manufacturer, product line, color, and impact rating are included?**

The exact shingle system is not fully identified.

2. **What roof-square or square-foot quantity was used to prepare this price?**

A reliable roof quantity helps compare scope and price across bids.

3. **What are the written prices and billing units for damaged plywood and board decking?**

Deck repairs can materially increase the final price.

4. **How far will ice-and-water barrier extend, and will it be installed around penetrations and sidewalls?**

The listed locations do not fully define coverage.

5. **Which pipe boots and wall, chimney, skylight, or other flashing components will be replaced?**

The flashing scope is too general.

6. **What intake ventilation is included, and was a ventilation calculation performed?**

A ridge vent is listed without corresponding intake details.

7. **Who obtains the roofing permit, and is the permit fee included?**

Permit responsibility and pricing are unresolved.

8. **How will additional work be documented, priced, and approved before it is performed?**

The quote allows added charges without a complete approval process.

9. **What exact manufacturer-warranty package is included, and who registers it?**

The named coverage and registration responsibility are missing.

10. **What is the expected start window, project duration, and process for weather delays?**

The quote does not state project timing.

Review methodology

This report identifies what the supplied quote explicitly states, what remains unclear, and which printed terms may affect price or owner responsibility.

This report does not inspect the property, verify contractor licensing or insurance, determine code compliance, evaluate product quality, provide legal advice, or determine whether the quoted price is competitive.

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