



Steady Restore

Calm help after a disaster - free, 24/7, in your language.

Restoration Company Question Sheet

The right questions to ask before you hire a
restoration company, so you can choose with confidence.



Free download from steadyrestore.com | Questions: hello@steadyrestore.com

Restoration Company Question Sheet



Licensing, insurance, and certification

- ☐ Are you licensed to work in my state, and are you insured?
- ☐ What certifications do your technicians hold for this kind of work?
- ☐ Can you provide proof of insurance and certification in writing?



Experience and the plan

- ☐ Have you handled my kind of damage before (water, fire, mold, sewage, biohazard)?
- ☐ What is your plan, step by step, and how long do you expect it to take?
- ☐ How will you measure that the area is fully dry or fully clean before finishing?



Cost and paperwork

- ☐ Can I get a written estimate before work begins?
- ☐ Do you work directly with insurance companies, and how does billing work?
- ☐ What is and is not included in the price?



Trust and comfort

- ☐ Can someone communicate with me in my preferred language?
- ☐ Can you share references or examples of similar past jobs?
- ☐ Will you walk me through everything before I sign anything?



Watch out for

- ☐ Pressure to sign immediately, or to pay large amounts in cash up front.
- ☐ No written estimate, no proof of license or insurance, or a price that seems too good.
- ☐ It is always okay to slow down and get a second opinion.