



# **20 Questions A Homeowner Should Ask Before Hiring A Garage Door Company**

## Company Background and Credentials:

### **What experience and qualifications do your technicians have?**

It's crucial to ensure that the technicians performing your garage door repairs and installations have the right experience and qualifications. Unfortunately, there isn't one certification to look out for as training isn't standardized across the board. Look for companies whose technicians have a strong background in garage door services, hold regular internal and external training courses, and invest in relevant certifications.

### **How often do your service professionals receive formal training?**

Continuous training keeps technicians updated on the latest technologies, tools, and methods. Choose a company that invests in regular training for their staff. For example, here are Gator all service professionals receive at a minimum two hours of formal training every two weeks. In addition, they are paired up regularly with other service professionals to improve their skill sets through learning on the job.

### **Do you have insurance and proper licensing for garage door services?**

Hiring a garage door company that invests in the right insurance and licensing protects you from liability and ensures service quality. Confirm the company's insurance coverage and check for state-specific licenses.

### **Are your technicians background checked and vetted?**

For many homeowners, their garage door is an important entry point into their home. If you hire someone to repair or replace your garage door, you want to be sure, you can trust that company. Ask the company what their vetting process is like and what types of background checks they do. A reputable company will background check and vet their technicians to ensure customer safety and trust. For example, all technicians working for Gator undergo regular drug screening, can have no more than 2 points on their driving license, and pass a national background check (most companies only perform a state background check).

## Services Offered:

### **What range of services do you offer? Is there something you don't do?**

Understanding the full range of services helps you gauge the company's expertise. Look for a company that offers a comprehensive suite of services, including installation, repair, and maintenance. If you are interested in a specific type of service, e.g., installing new carriage house garage doors, ask for specific jobs they have completed in the last three to six months. Asking what they don't do, gives you a good indication of the company's trustworthiness. If the answer is "we do everything", it's probably a good idea to keep looking.

### **Do you provide emergency repair services?**

Some garage door companies are set up for 24/7 emergency repair services, while others aren't. If they offer 24/7 emergency repairs, ask what their policies and surcharges are. However, don't immediately dismiss companies who don't offer these services as many will offer

prompt same-day service and will absolutely prioritize your emergency repairs. In other words, if your garage door breaks at 5am and you call Gator when we open, we will try to send out a technician right away - without any surcharge.

**What brands or types of garage doors and openers do you service?**

Compatibility with various brands ensures your specific garage door and opener can be serviced. Opt for a company familiar with a wide range of brands.

**Do you offer custom garage door solutions?**

For unique needs or aesthetics, a company offering custom solutions can provide more tailored services.

## Customer Assurance and Satisfaction:

**Can you provide customer reviews or testimonials?**

Reviews and testimonials reflect real customer experiences. A trustworthy company will readily share these insights.

**What is your process for handling customer complaints or issues?**

A clear process for addressing complaints indicates a commitment to customer satisfaction. Look for a responsive and transparent approach.

**Do you provide warranties or guarantees on your work?**

Warranties or guarantees demonstrate confidence in work quality. Prioritize companies that stand behind their work.

## Safety and Quality:

**How do you handle safety concerns during repairs or installations?**

Safety protocols are crucial. Ensure the company adheres to strict safety standards to protect both their workers and your property.

**What is your policy on parts replacement vs. repair?**

Understanding their approach to parts replacement and repair can indicate their commitment to cost-effective and lasting solutions.

## Pricing and Quotes:

**Can you provide a detailed quote before starting work?**

A detailed quote prevents unexpected costs. A reputable company will provide transparent pricing upfront.

**How does your pricing compare to other companies in the area?**

Competitive pricing, without compromising on quality, is important. Research and compare to ensure fair pricing.

**Do you charge a diagnostic fee?**

## Availability and Accessibility:

**What is your availability for scheduling services?**

Flexibility in scheduling shows customer-centric service. Choose a company that can accommodate your timeline.

**Do you have a physical warehouse or office I can visit?**

A physical location can indicate a well-established and accessible company, offering peace of mind and accountability.

## Unique Selling Proposition:

### **What sets your company apart from competitors?**

Understanding what makes a company unique can help you decide if they're the right fit for your specific needs, be it their expertise, customer service, or innovative solutions.