

ENGINEERED SOLUTIONS

o f G e o r g i a



Foundation Repair & Waterproofing

Proposal

Coppock



Foundation Repair & Waterproofing

A Lifetime of Support

2260 Northwest Parkway Suite H Marietta, GA 30067
Office 678.290.1325 Fax 770.956.7403 www.esogrepair.com
President Jay Eastland 404-754-4689 Cell
Partner & Director of Production, Luis Cuevas 678-4244 Cell

May 15, 2017

Mr. Coppock,

Thank you for choosing Engineered Solutions to provide a quote for your foundation repair needs.

Our owners, Jay Eastland, Luis Cuevas, and I have a combined 60 years of experience in the foundation and waterproofing industry. Additionally, we enjoy the benefits and accessibility of being an Owner / Operator company. Founded in Atlanta nearly a decade ago we remain committed to serving our North Georgia community.

Our staff of engineers and structural repair specialists offer expertise on projects that require a higher level of analysis. We have many time tested industry leading products at our disposal. This allows us to customize a repair for your specific needs.

Engineered Solutions of Georgia strives to make it as easy as possible for you to do business with us. We accept all major credit cards, six months same as cash, and several 100% financing options. Once you have made the decision to work with ESOG on your project, we will do everything in our power to insure your satisfaction.

We are committed to being accessible through the completion of your project and guarantee 100% satisfaction.. Please feel free to contact any one of us at the office or the cell numbers listed in this letter.

We also invite you to visit us on the web <http://www.esogrepair.com> , see our reviews on Kudzu.com ([click here](#)) , our third party customer service audit conducted by guild quality ([click here](#)) and our A rating with the Better Business Bureau ([click here](#)) .

We look forward to working with you in the near future and would be glad to answer any questions.

Yours truly,

Clark M. Campbell, CWS
678-650-0101
clark.campbell@esogrepair.com



The ESOG Advantage

click on each icon to see more information



Guildmaster Award 2014, 2015
Service Excellence Award 2012, 2013
Best of Awards 2011, 2012, 2013, 2014



Contractor Award
Best of 2012, 2013, 2014,
2015



Super Service Award
2010, 2011, 2012, 2013,
2014, 2016



Verified Foundation Repair Contractor
2010, 2011, 2012, 2013, 2014



Five Star Rated Contractor
2010, 2011, 2012, 2013, 2014



Preferred Contractor
2010, 2011, 2012, 2013, 2014



ENGINEERED SOLUTIONS

of Georgia

Contract for Services

2260 Northwest Parkway • Suite H • Marietta, GA 30067 • 678-290-1325

Date of Issue: 5/10/17

Customer Information -

Name: **Coppock, Kent**
 Address:
 City: State: Zip:
 Phone:
 Cell:
 Fax: **kent.coppock@i40inc.com**
 Email:

Jobsite Information

Contact Name: **Coppock, Kent**
 Address:
 City: State: Zip:
 Phone:
 Cell:
 Fax: **kent.coppock@i40inc.com**
 Email:

ENGINEERED SOLUTIONS OF GEORGIA PROPOSES TO FURNISH AND INSTALL THE FOLLOWING SCOPE OF WORK:

- Waterproofing Structural Repairs Pressure Grouting

INSTALL BASEMENT WATERPROOFING SYSTEM

1. Prep area and cover personal possessions with plastic
2. Cut concrete slab along foundation wall and excavate to top of footing
3. Drill weep holes just above footing in block to drain water from wall and into system
4. Install (128') linear feet of interior sub floor drain system to catch water below the floor level
5. Install vapor barrier mechanically fastened and sealed to the foundation above the exterior grade level and sealed at the floor drain flange to catch any leakage through the wall above the floor level and channel any condensation to floor drain
6. Install gravity discharge line extending approximately (20') from foundation to a pop up valve
7. Install inspection ports in system
8. Remove all work related debris and broom clean

Previous foundation supports have been installed. Leave in place. Carbon Fiber is an alternative solution installed 5' on center with a vertical application. Installed straps are \$650 per strap with life of the structure warranty.

Applicable Warranty – see terms and conditions in the attached warranty addendum

- Waterproofing Warranty Structural Warranty Triple Protection Warranty

Payment Schedule	
Deposit	\$1,907.00
Due Upon Completion	\$5,719.94

Total Contract Amount \$7,626.94

Quotation valid for 90 days from the date of issue. Contract subject to terms and conditions printed on the accompanying addenda.

Presented by ESOG

Accepted by the Customer

ESOG Signature

Date

Customer Signature

Date

Clark Campbell

Print Name

Coppock, Kent

Print Name

Terms & Conditions of This Contract

Customer: Coppock, Kent

Jobsite Address: , ,

Date of Issue: 5/10/17

1. **SERVICES.** Engineered Solutions of Georgia, Inc. ("ESOG") shall perform each of the services listed in Description of Services listed above (the "Services"). You, the customer named above ("Customer"), agree that ESOG shall have no duty to provide any services or deliver any goods other than described above.
2. **RETAINER.** A retainer (the "Retainer") of twenty-five percent (25%) of the Estimate price is due prior to ESOG's commencement of the Services.
3. **ADDITIONAL CHARGES.** Customer acknowledges it is impossible in all cases for ESOG to precisely assess the scope of needed Services prior to commencing work. During the course of providing the Services ESOG may discover additional conditions or damages that must be remedied. In such case, Customer authorizes ESOG to perform such additional services (the "Additional Services") and agrees to reasonably compensate ESOG therefor. Customer further agrees to compensate ESOG for each of the following, regardless of whether such services or charges are expressly included in the Description of Services above:
- (a) Normal Construction. This Agreement assumes normal construction, concrete thickness and footing depth (no more than three feet below interior slab) and further assumes compliance with applicable building codes. If unforeseen subsurface conditions are encountered additional charges may be levied (at the contractor's option) to prepare the area for installation. If corrections are not made all warranties are void.
 - (b) Pre-Drilling Conditions. In some instances debris is located above competent bearing material and cannot be penetrated by piers. In those instances pre drilling is necessary to provide a warranted pier. The pre-drilling mobilization charge is \$3,000.00 and includes one day (up to eight hours) of onsite drilling. If additional drill time is required it will be billed at \$225.00 per hour. If competent bearing is not reached additional movement may occur and such movement is excluded from warranty coverage.
 - (c) Undisclosed Conditions. If ESOG encounters any unforeseen or undisclosed conditions in performing the Services, additional charges may be incurred (at ESOG option) to provide for and/or correct these conditions. If ESOG recommends that such corrections be made but Customer declines, then all warranties are void.
 - (d) Footings and Floors. This Agreement is based on a standard width footing (not over sixteen (16) inches wide), unless otherwise specified. If wider footings are encountered, a surcharge of up to \$7.50 per linear foot may be charged at ESOG's sole option. If a monolithic slab is encountered, an alternative inside waterproofing method must be employed and a surcharge of up to \$5.00 per linear foot may be charged. This contract is based on standard floor thickness not to exceed five (5) inches in depth. If thicker floors are encountered, a surcharge of \$2.00 per linear foot per inch of depth may be charged at the ESOG's sole option. In each case, Customer will pay ESOG such additional charges.
 - (e) Pier Depth. It is impossible to determine in advance how deep ESOG must drill to reach a load bearing strata. The cost quoted for piercing covers up to twenty-one (21) feet in depth. Any necessary drilling in excess of this depth shall be charged at a cost of \$28.00 per additional foot.
 - (f) Crack Injections. The minimum charge to mobilize and inject cracks in foundation walls is \$800 per wall.
 - (g) Grout Quantity Estimate. Pressure grouting overage/underage is billed at \$17.33 per cubic foot. ESOG uses an industry accepted formula to calculate estimated grout quantity in order to provide a quote for repairs. ESOG will periodically notify Customer of actual usage. The minimum charge for grouting operations is \$2,900.00 (100 cu.ft. of grout) per day.
 - (h) Change Order. ESOG may request or Customer may order changes in the Services that impact the Estimate Price or the anticipated completion date. All such changes in the Services that affect the Estimate Price or anticipated completion date shall be formalized in a written change order (each, a "Change Order") substantially in the form attached hereto labeled "Change Order Worksheet". Additional charges associated with a Change Order shall be provided on the Change Order Worksheet, and Customer agrees to pay all such additional charges.
4. **PAYMENT TERMS.** All sums are due immediately upon completion of work (other than the Retainer, which is due in advance), unless otherwise specified in this Agreement. Customer's failure to pay for Services rendered within ten (10) days' completion thereof will constitute a default hereunder. In the event of default, Customer agrees to pay all collection costs incurred by ESOG, including reasonable attorney's fees, and agrees to pay interest at the rate of 1.5% per month (18% APR) on the unpaid balance until paid in full.
5. **CUSTOMER DUTIES.**
- (a) Presence at Jobsite. Customer must be present at the Jobsite for the start and the completion of the project. ESOG's production crews will arrive each day between 8:30am and 9:30am unless otherwise stated. ESOG's foreman will contact Customer one (1) hour before completion.
 - (b) Clear Work Area. Customer shall clear all work areas where Services are to be performed (collectively, the "Work Space"). This includes removal by Customer of any and all obstructions and/or impediments in the Work Space, including, but not limited to: carpet, floor covering, stairs, counters, counter tops, cabinets, shelves, plumbing, appliances, furniture and fixtures. Customer's duty to clear shall further include all space within thirty-six (36) inches from each wall within or adjacent to the Work Space. Customer further agrees to provide a clear path of ingress and egress for personnel and equipment to and from the Work Space.
 - (c) Water and Electrical Power. Customer shall provide ESOG water service and electrical power necessary for completing the Services. This includes access to water for mixing concrete (if necessary) and a minimum of two (2) electrical circuits (one 20-amp circuit and one 15-amp circuit). If no power is provided, the customer will be responsible for any cost incurred by ESOG in providing power. In the event of circuit overload, access to the fuse or circuit breaker box (electrical service) must be provided. In the case of fuses, the customer must provide an ample supply of replacement fuses in the event of circuit overload. If a sump pump(s) is/are required, Customer shall provide an electrical outlet within 25 feet of the pump.
 - (d) Finished Walls. The customer is responsible for the removal and replacement of baseboards and trim unless otherwise specified. ESOG is not responsible for damage to finished walls (plaster, sheetrock, baseboards, paint, wall coverings, molding, paneling, etc.) not removed by customer.
6. **HOLD HARMLESS.** Customer acknowledges the Services provided by ESOG hereunder are inherently dangerous and are sought to help remedy existing water and/or structural damages. Accordingly, Customer agrees to indemnify, defend and hold ESOG harmless from any of the following:
- (a) Plants, Shrubs and Trees. Outside installations and excavation carry an inherent danger of damage to flowers, plants, shrubs and trees. ESOG assumes no liability for damage to plants, shrubs, trees or other landscaping due to our work.
 - (b) Concrete Floors. With inside installations, a section of concrete floor may be removed and replaced. If necessary, such removal and replacement may result in some color variation in the floor. Additionally, if clay must be removed it may cause some staining of the concrete floor. Customer agrees that in some cases such staining is unavoidable, and that ESOG will not be responsible for damage of staining due to removal of materials or patching.
 - (c) Dust. In most cases, the dust control methods utilized are adequate. Occasionally, particularly hard or thick floors require the use of an air hammer, which is less amenable to dust control. In such cases, ESOG will pay up to \$100.00 for an outside cleaning service, as determined by ESOG in its sole discretion.
 - (d) Plastic Deformation. Components that have deformed over time may cause cracks to appear during a lift. This is a natural occurrence and ESOG assumes no responsibility for such damage and deformation may prevent floors from being level.
 - (e) Surrounding Amenities, Utilities and Finishes. ESOG shall use commercially reasonable efforts to control grout overflow and splatter. However, as the grout is injected under pressure, some overflow and splatter is unavoidable. ESOG shall not be responsible for damage to plants, underground utilities or adjacent areas into which grout may flow, including, but not limited to, pool shells, brick or stone veneer, plumbing, electrical conduits, floor drains and pipe penetrations. Although, ESOG will cover finishes, touch up paint may be required and in some instances walls and ceilings may need to be repainted. A quote for painting can be provided upon request and is not included in the cost of this contract. Customer or Customer's agent must be present during the grouting process.
7. **EXTERIOR DRAINAGE.** Exterior drainage is covered under a one-year workmanship and materials warranty. Exterior drainage has a fixed, limited capacity. If that capacity is exceeded due to rain fall or debris in the line, a leak will occur and is not covered under the warranty. A recommendation can be made to have a hydrologist study the drain basin and design a drainage plan to meet specific flood plains (25-year, 50 year, 100-year etc.) at additional cost.
8. **STABILIZATION.** The primary objective of work performed hereunder is to stabilize the repaired area against further movement. ESOG will attempt, but cannot guarantee, to lift the foundation, level floors, close cracks, render doors and windows operational and move walls back into original position. Customer must be present during the lift. Walls and wall components that have rotated out of position often will not return to their original positions and additional repairs will be required. Such additional repairs are not part of this contract unless otherwise stated. ESOG will lift only as much as the structural integrity will allow.
9. **SOIL DISCLAIMER.** In the absence of a soil report generated by a licensed geotechnical engineer, the allowable soil pressure for the purpose of the Services is 2,000 psf. Prior to construction, soil design parameters stated on the structural foundation details, including, but not limited to, allowable soil bearing pressure, equivalent lateral fluid pressure (active and passive), internal angle of friction, coefficient of friction and soil density, shall be field-verified by a geotechnical testing company engaged by Customer. In the event of a conflict between field-verified soil parameters and those stated on the foundation details, construction shall not proceed until appropriate design modifications by the foundation design engineer-of-record have been submitted.
10. **LIMITATION OF LIABILITY.** IN NO EVENT SHALL ESOG BE LIABLE FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, WHETHER BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY AND REGARDLESS OF WHETHER CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE. THE LIABILITY OF ESOG SHALL BE LIMITED TO THE AMOUNT OF FEES ACTUALLY PAID TO ESOG BY CLIENT UNDER THIS AGREEMENT.
11. **DISCLAIMER OF REPRESENTATIONS AND WARRANTIES.** EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, ESOG MAKES NO REPRESENTATIONS AND EXTENDS NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND THE NON-INFRINGEMENT OF ANY THIRD-PARTY PROPRIETARY RIGHTS. ALL UNIFORM COMMERCIAL CODE WARRANTIES ARE EXPRESSLY DISCLAIMED BY THE PARTIES.
12. **MISCELLANEOUS PROVISIONS.** This Agreement shall be binding upon and inure to the benefit of the heirs, personal representatives, successors, and assigns of the Parties. Any notice or demand made hereunder shall be sent by electronic mail or facsimile and the original sent as specified herein the same day by United States mail, postage prepaid, addressed to the address provided above. In the event of a default, the defaulting party shall reimburse the non-defaulting party for all costs and expenses reasonably incurred by in connection with the default, including, without limitation, attorney fees. No waiver of any provision of this Agreement shall be deemed or constitute a waiver of any other provision, nor shall any waiver constitute a continuing waiver. No waiver shall be binding unless executed in writing by both parties. This Agreement shall be governed by the laws of the State of Georgia and any dispute related hereto or arising hereunder shall be brought exclusively in the Superior Court of Cobb County, Georgia. This Agreement constitutes the entire agreement between the parties pertaining to its subject matter, and it supersedes all prior contemporaneous agreements, representations, and understandings of the Parties. No modification, or amendment of this Agreement shall be binding unless executed in writing by all Parties. ESOG shall not be in default if prevented from performing any of its obligations hereunder for any reason beyond its reasonable control, including without limitation: acts of God, nature, public enemy strikes, limitations or law, regulations or Customer's failure to perform its duties and obligations required of it in order for ESOG to provide its Services under this Agreement.

Customer Signature

form revision 12/04/12

Warranties

Customer: Coppock, Kent

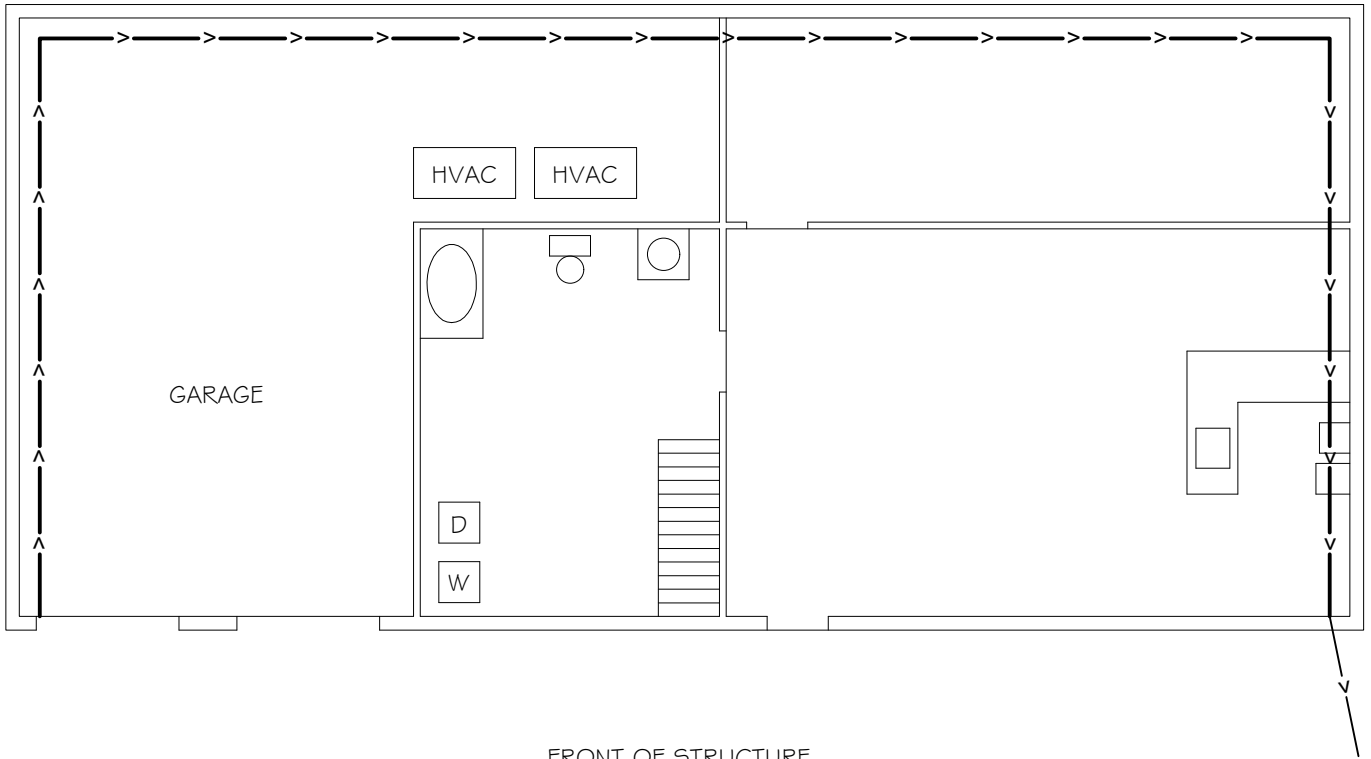
Jobsite Address: , ,

Date of Issue: 5/10/17

Waterproofing Warranty:

Engineered Solutions, Inc. warrants the interior areas treated to be free from subsurface water leakage due to defects in workmanship or materials used in such treatment for the life of the structure, provided all terms of the contract are met. Should repairs be necessary, Engineered Solutions, Inc. will provide at no cost to the homeowner, all labor and materials required. The cost of said labor and materials shall not exceed the original contract amount. This warranty does not cover leakage due to flood, earthquake, fire, ground shifts, structural damage or deterioration, consideration from humidity, damp spot, discoloration, damage to or plugging of exit lines or items covered by a separate manufacturer's warranty (i.e. sump pumps, etc.). This warranty is transferable to each successive homeowner provided that a notice of transfer is submitted to Engineered Solution, Inc. within sixty days of transfer of title. Exterior waterproofing systems are warranted for a period of ten years. Equipment is warranted in accordance with the equipment manufacturer's standard terms unless otherwise stated in the contract. All other terms and conditions apply.

Customer Signature



LEGEND	
->-	INDICATES DRAIN LINE LOCATION AND DIRECTION OF FLOW
->-	INDICATES GRAVITY DISCHARGE LINE LOCATION

REPAIR PLAN

DRAWN BY
RS

SCALE
N.T.S.

DATE
5/15/2017

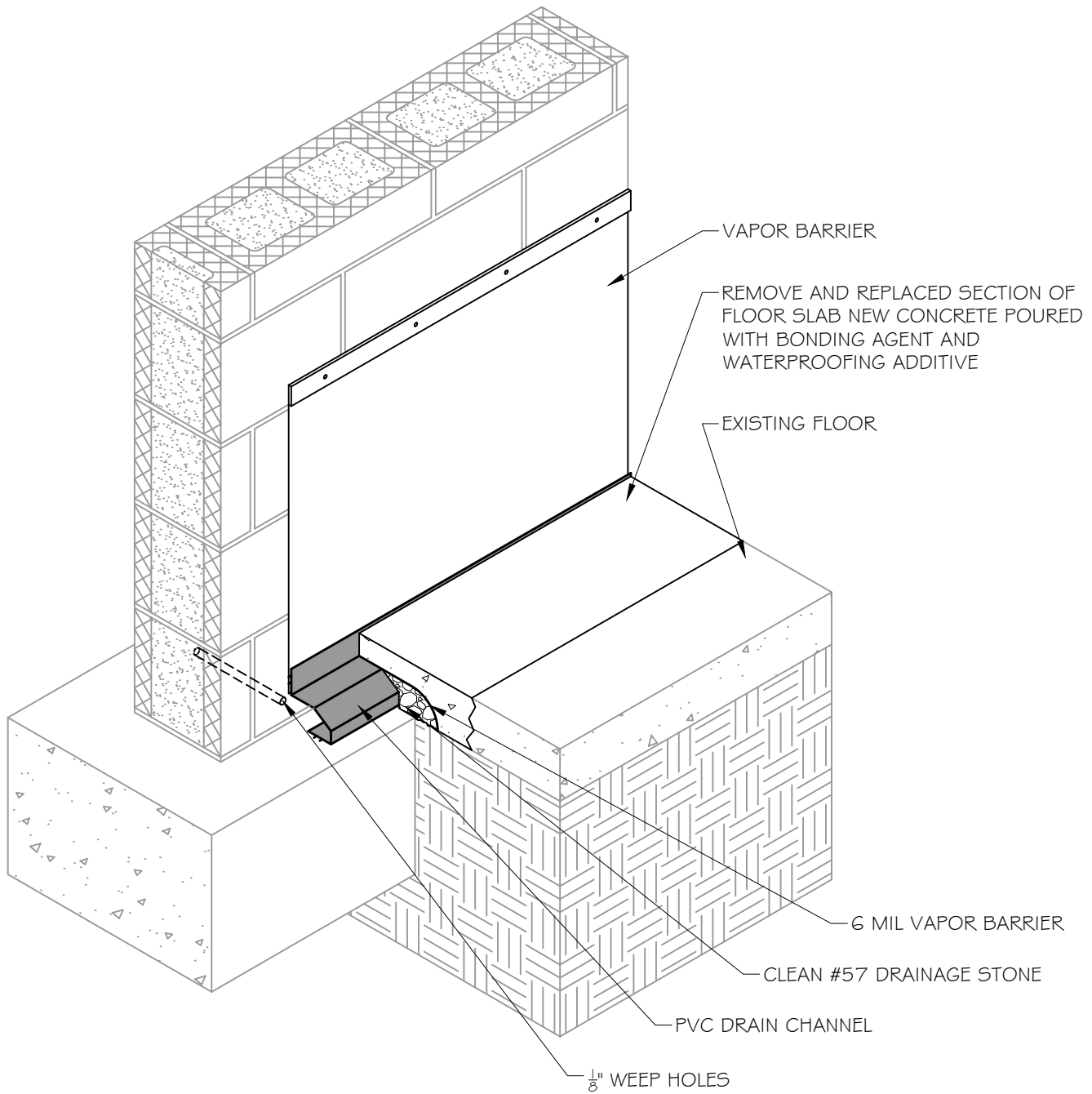
DRAWING NUMBER
SK-1



ENGINEERED SOLUTIONS
of Georgia
Foundation Repair & Waterproofing

This drawing is the sole property of Engineered Solutions of Georgia. Reproducing or copying this drawing, in whole or in part, is prohibited without the express written permission of Engineered Solutions of Georgia. It is only to be used for the project designated herein and may not be used for any other project. It is to be returned upon request.

SEALED INTERIOR DRAIN SYSTEM



INTERIOR BASEMENT DRAIN

DRAWN BY

OC

SCALE

N.T.S.

DATE

3/27/15

DRAWING NUMBER

WP-2



ENGINEERED SOLUTIONS
of Georgia

Foundation Repair & Waterproofing

This drawing is the sole property of Engineered Solutions of Georgia. Reproducing or copying this drawing, in whole or in part, is prohibited without the express written permission of Engineered Solutions of Georgia. It is only to be used for the project designated herein and may not be used for any other project. It is to be returned upon request.

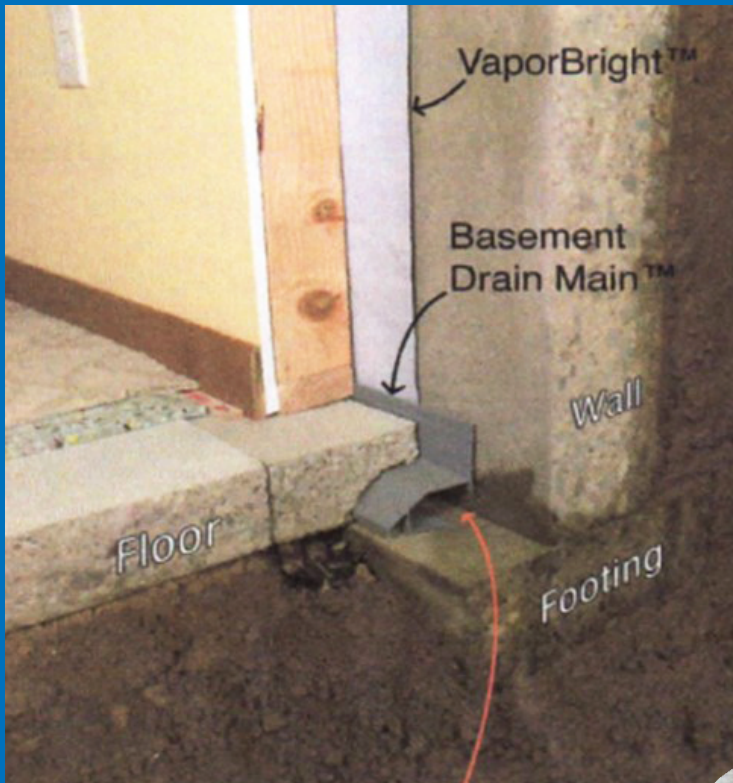


ENGINEERED SOLUTIONS
of Georgia

Foundation Repair & Waterproofing

Interior Waterproofing System

Rugged stand alone waterproofing system



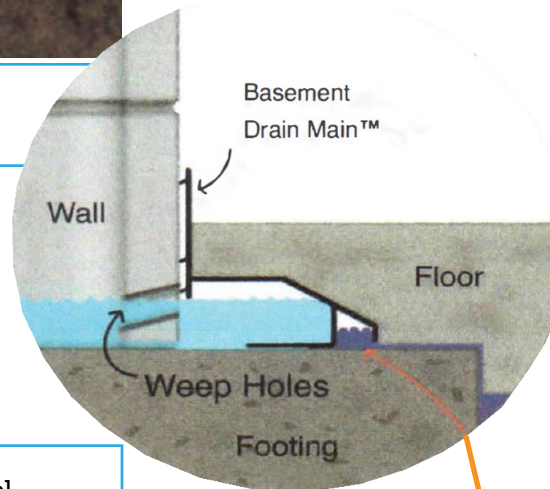
Basement Drain Main design integrates the reliable baseboard style system with the tired-and-true subfloor tile system.

Basement Drain Main system sits on top the footer, above the dirt line, which can plug a traditional drain tile system. Basement Drain Main's open back will not restrict water flow... instead water is collected for the full length of the system.

Vapor Bright creates a moisture barrier between the concrete basement walls and finished basement.

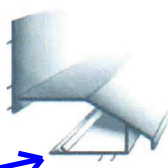
Open Back...
Never restricts the primary water source

Block walls have hollow cells that fill with water creating hydrostatic pressure. Weep holes are taped into the cells, eliminating the hydrostatic pressure source.



Two rubber seals trap water in the main channel...

Basement Drain Main traps the hydrostatic pressure with the two rubber seals and uses the hydrostatic pressure to drive water seepage towards the sump pump.



Two Rubber Seals

Leak Guard is a secondary channel that keeps water from building up under the seam between the floor and new cement.

Protect your
investment for
only

\$125.00

Filters are
additional

**FULLY INSPECT & TEST
SYSTEM**

- Clean Pump / basin / float
- Flush out drain system
- Service Battery Back up
- Change Battery in High Water Alarm
- Service dehumidifier

**INSPECT BEYOND
INSTALLED SYSTEM**

- Full visual inspection of foundation walls
- Collect Humidity Readings
- Collect Wood Moisture Readings (in crawl spaces)
- Inspect Visible Mid-Span Support

EXTERIOR INSPECTION

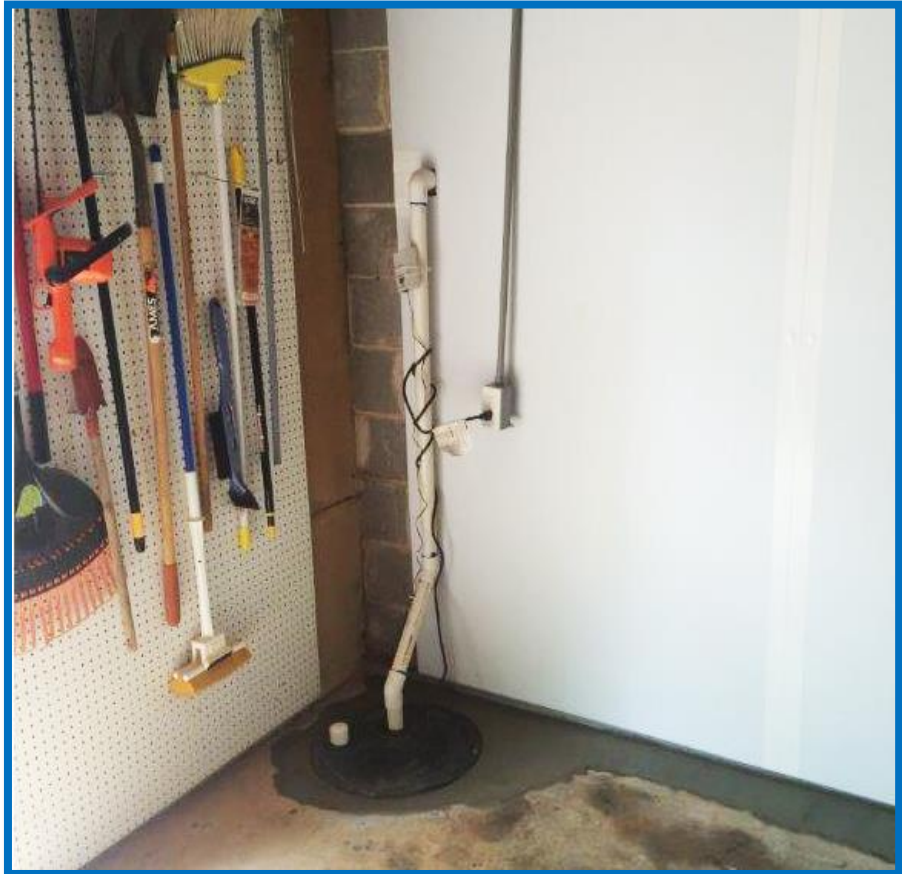
- Inspect Gutters and Downspouts
- Inspect driveway / walkway
- Inspect porch / stoop / steps

**ENGINEERED
SOLUTIONS**
o f G e o r g i a



Foundation Repair & Waterproofing

**Yearly Service has been proven to
extend the life of your Sump Pump**



Call for service today! 678-290-1325
Or email: service@esogrepair.com



It is time for your Annual Service!!

Call today and schedule with one of
our professionals.



**ENGINEERED
SOLUTIONS**
of Georgia

Foundation Repair & Waterproofing

SERVICE@ESOGREPAIR.COM



PROTECT YOUR INVESTMENT

**ENGINEERED
SOLUTIONS**
o f G e o r g i a



Foundation Repair & Waterproofing

Check Out This Video Related To Your Project

CUSTOMER SATISFACTION

See what our customers
are saying about us!





	<p>Engineered Solutions of Georgia ★★★★★ 137 Reviews (678) 905-1499 www.esogrepair.com »</p> <p>CONTACT THIS BUSINESS</p>
--	--

What your neighbors are saying

★★★★★

Very honest!, 12/11/2014

Allan Waite, their Sr Technical Advisor inspected the basement area where we have had a tiny crack with minor efflorescence for many years. We had already received a \$6,200 quote from a competitor. Allan mentioned a similar solution but called it overkill. He suggested we hire a handy man to scrape off the crack and use DryLock. We very much appreciated his honest opinion!!!

★★★★★

Quality and Service even with a Quote!,

12/05/2014

We recently got a quote for work to be done to a property we're interested in purchasing. Ron went above and beyond in the process. He was very honest and went into detail about the amount of work and didn't try to sell anything we didn't need. Thanks Ron and ESOG. We'll definitely be using you all to do the work if we purchase the home. If you go this far out of your way for prospective customers... I can only imagine the quality of the product you'll deliver!

While they were excavating they

While they were excavating they found other issues. they were able to honor their quote even with the additional work the foundation needed.

OVERALL ★★★★★
QUALITY ★★★★★
SERVICE ★★★★★
VALUE ★★★★★

Very honest!

Allan Waite, their Sr Technical Advisor inspected the basement area where we have had a tiny crack with minor efflorescence for many years. We had already received a \$6,200 quote from a competitor. Allan mentioned a similar solution but called it overkill. He suggested we hire a handy man to scrape off the crack and use DryLock. We very much appreciated his honest opinion!!! Gaby A.

OVERALL ★★★★★
QUALITY ★★★★★
SERVICE ★★★★★
VALUE ★★★★★

Quality and Service even with a Quote!

We recently got a quote for work to be done to a property we're interested in purchasing. Ron went above and beyond in the process. He was very honest and went into detail about the amount of work and didn't try to sell anything we didn't need. Thanks Ron and ESOG. We'll definitely be using you all to do the work if we purchase the home. If you go this far out of your way for prospective customers... I can only imagine the quality of the product you'll deliver!

OVERALL ★★★★★
QUALITY ★★★★★
SERVICE ★★★★★
VALUE ★★★★★

Big Thumbs Up

We had problems with leaks in our basement for years. Called the "big" company out there (hint, it starts with a "T") and they quoted us over \$10K that would have ripped out the drywall in our entire basement. Engineered Solutions came in, pinpointed a specific crack in our foundation, fixed that specific area, and re-did the drywall for 1/10th of the quote from other company. It's been two years and many rainstorms and not a drop of water has leaked into my basement. Highly recommend.

OVERALL ★★★★★
QUALITY ★★★★★
SERVICE ★★★★★
VALUE ★★★★★

COMPANY'S INTEGRITY UNSURPASSED

Interaction with ESOG from initial contact to meeting with Todd Hall was seamless and professional. I met with Mr. Hall, ESOG Foundation Assessment/Repair Specialist, on Friday, 3 Oct to gain insight into what appeared to be foundation cracks in the brick veneer. Todd conducted a very thorough assessment of the interior and exterior of the house including the crawl space to determine the origin of the cracks. Mr. Hall informed me that the foundation of the house was solid and did not need helical piers. Mr. Hall then advised me of some simple, budget-friendly steps to take to remedy standing water in backyard. I am so grateful that he is a man of great integrity. I realize that I could have ended up paying thousands of \$\$ with another contractor. I cannot give him enough accolades. He is top notch. If, in the future, I require extensive work, I will not hesitate to contact him. Mr. Todd, specifically, and ESOG overall are worthy of emulation.

OVERALL ★★★★★
QUALITY ★★★★★
SERVICE ★★★★★
VALUE ★★★★★





Engineered Solutions of Georgia

★★★★★ 80 ratings

2260 Northwest Parkway Suite H · Marietta, GA 30062 · (678) 290-1325

www.esogrepair.com



Engineered Solutions of Georgia is a trusted foundation repair company that specializes in commercial and home foundation repair and basement waterproofing throughout the greater Atlanta, Georgia area and the southeastern United States. Thousands of homeowners have trusted us with cracked, sagging, and structurally weak foundations, and have been rewarded with the high quality and cost value of our foundation repair. We are dedicated to foundation repair and restoration, and provide our customers with strong, stable homes and properties. [\(more\)](#)

Customer Feedback Summary

Of 704 customers surveyed, 462 responded (66%)

Likely to Recommend	97%	Clean & Safe	98%
Communication	96%	Value	96%
Construction Quality	97%	Problem Resolution	96%
Professional & Organized	96%	Schedule	97%
Sales Knowledge	98%		

Reviews & Comments

★★★★★ 80 Ratings



Currently Viewing:

Comments



★★★★★ Review by Glen L. of Alpharetta, GA

Mar 03, 2015

Engineered Solutions of Georgia (ESOG) was on time for every appointment. They kept the job site clean each night (3 day job). They stopped to answer all my questions during the process and explained how each step of the process worked together to get the completed job working properly. I highly recommend ESOG for your home.

Did you find this helpful?

Yes

★★★★★ Review by Maria C. of Decatur, GA

Feb 28, 2015

Vanja, the crew leader, was extremely professional, punctual, and explained the work as well as schedule changes. The crew that came to my house was also extremely professional and made us feel totally in good hands.

Did you find this helpful?

[Share Review](#) [Flag This Review](#)

★★★★★ Review by Heather W. of Tucker, GA

Feb 21, 2015

The staff was courteous and efficient. They let me know of any delays, and they communicated through every step.

Did you find this helpful?

★★★★★ Review by Stephen H. of Roswell, GA

Jan 07, 2015

Engineered Solutions of Georgia is extremely professional, punctual, competent, and they kept the work site clean. They did an outstanding job and we would recommend them to anyone.

Did you find this helpful?

★★★★★ Review by Jack N. of Hampton, GA

Dec 18, 2014

I was well satisfied with everything.

Did you find this helpful?

★★★★★ Review by Angelica T. of Marietta, GA

Dec 17, 2014

While they were excavating they found other issues. they were able to honor their quote even with the additional work the foundation needed.

Did you find this helpful?

★★★★★ Review by David S. of Mableton, GA

Sep 23, 2014

The home in question was on the market and these inspections and estimates were prior to making an offer to purchase. The other three companies were offering the minimum explanations, the feeling I had was, you are not the owner, call us again when you are. Hard to make a buying decision on minimum information and scenarios of possible future problems. Jay worked with myself. the realtor and seller with many solutions and financing options. In the end I purchased the home and had ESOG do the work. Very satisfied all around with ESOG.

Did you find this helpful?





Consumer Investigator
Dale Cardwell



Dale Trusts...

ENGINEERED SOLUTIONS

678-ESOG-NOW



FOUNDATION REPAIR • WATERPROOFING



A Message from Dale

My wife Angie and I live in a brick home that was built in 1989. I've learned through secret shopping there are only a handful of companies that understand foundation and waterproofing – and even less that provide a permanent solution at a reasonable price. Engineered Solutions of Georgia is an exceptional company that provides excellence at a fair price.

About Engineered Solutions of Georgia:

Engineered Solutions of Georgia has been solving home and residential foundation problems since 2006. They are locally owned and operated with a team of experts in foundation repair and basement waterproofing. And, when it comes to these types of issues, you definitely want professionals with years of experience. If you've recently found damage to your foundation or think you may need repairs, make the call to Engineered Solutions of Georgia today.

Price

First, relax and know that Consumer Investigator Dale Cardwell has investigated and determined that Engineered Solutions of Georgia delivers excellence. Second, know that Engineered Solutions wants you to fully understand your issues and why your home's problems occurred. Engineered Solutions will customize a plan you will understand completely, and agree to the solution – before the job begins.

Quality

Engineered Solutions of Georgia is just that...your guarantee that a real engineer has weighed in on your home's challenges, has created a solution, and guarantees a satisfactory result. You can have no greater peace of mind. Plus, they work with cutting-edge, market-leading products. My investigation finds that few companies resolve your home's challenges as thoroughly and economically as Engineered Solutions of Georgia.

Customer Service

One call to Engineered Solutions and your concerns literally melt away. ESOG considers their customers as friends and family – and they treat you that way. TrustDale's review finds they respect your time by confirming all appointments and they arrive on time. Engineered Solutions – truly - treats your home like their own, and TrustDale guarantees they will dress and speak professionally at all times. Plus, they clean up after they leave! Combine this with the TrustDale *Make It Right* Guarantee, and you have an exceptional customer service experience!

What is the TRUSTDale Investigative Process & the *Make it Right* Guarantee?

7-Point Investigative Review

The TrustDale Investigative Process is completed through a personal interview with the business owner or representative, a completed application, public records search, and secret shopping. TrustDale disclaims any liability for any and all inadvertent inaccuracies.

1. **Price:** The Company must price its main product or products competitively (unless there is a significant difference in the quality of the product). The Company must honor the price it advertises, and not use unavailable products to lure and trap customers into more expensive products.
2. **Verified Reputation & Customer Service:** The performance of each company is continually and systematically reviewed for delivery of excellent customer service. This is achieved by conducting follow up surveys of customers who have contacted recommended service providers.
3. **What Would Cardwell Do:** Dale Cardwell developed a proven standard of consumer fairness through thousands of real-world problem-solving experiences. This created the basis for "What Would Cardwell Do?" in regard to whether Dale would choose to personally do business with this Company.
4. **Governor's Office of Consumer Affairs, Consumer Publications, FTC:** Each Company is reviewed through the pertinent agencies and publications.
5. **Licensing, Professional Certification, Insurance and Bonding:** Each Company is reviewed for proper professional credentialing.
6. **Lawsuit Search and Review:** A review of the Company's litigation history is completed to assure no history of unprofessional or illegal business practices.
7. **"Make it Right Guarantee":** The Company agrees to accept and abide by TrustDale's Make it Right Guarantee.

Make it Right Guarantee

Certified businesses must agree in writing to accept and abide by the following:

1. Customers have a right to extraordinary customer service.
2. My current warranty and customer service are among the best available in the field.
3. I ensure complete customer satisfaction, by offering the TrustDale *Make It Right* guarantee.
4. The TrustDale Guarantee becomes valid when a customer contacts the vendor through TrustDale, or confirms his purchase on TrustDale.com within 24 hours of the transaction.
5. The TrustDale Guarantee states that if the customer is dissatisfied with a product, repair or customer service, the customer will first employ the avenues of redress made available by the business' customer service agreement. In the event that at the conclusion of the process the customer remains dissatisfied, he/she will have the right to take the grievance to TrustDale.
6. I will allow TrustDale and an independent expert in the field to review the customer's complaint. If upon conclusion of review, the independent expert and Dale agree that the customer's position is justified, I agree to abide by the recommendation of TrustDale to *Make It Right*.
7. *Make It Right* means the vendor will repair/replace the product as recommended by TrustDale, or will pay for the product to be repaired or replaced, or will reimburse the customer for the cost of the repair/product at a price up to, but not to exceed, the original price paid by the customer.



CORE VALUES

UNDERSTANDING

- It is important to us that our customers fully understand the issues they are having with their home and why the problems have occurred.
- We will create a customized plan that will fully address the issues and insure that our customers completely understand what we will be doing and how it will be done.

TRUST

We want to earn the trust of our customer in three ways:

- **COMMUNICATION** – From the first phone call to the last we will keep our customers informed of their project status and changes as we work together.
- **EXECUTION** – From the project design to the completion of the work we will do exactly what we have contracted together to accomplish.
- **WORKMANSHIP** – Every project is custom designed to correct the issues and we will stand behind it with a warranty that is stated in the contract. We will also send out warranty certificates that are transferable with the property.

RESPECT

We consider our customers friends and family and we treat them that way. We will respect their time by confirming all appointments and arriving on time. We will treat their home like our own while performing all work and we will dress and speak professionally at all times. We ensure that all work related debris is removed when the job is completed.



Foundation Repair & Waterproofing

**Corporate office
2260 Northwest Parkway
Suite H
Marietta, GA 30067
678-290-1325 - office
770-956-7403 – Fax
www.esogrepair.com**