

365

General Contractors

LUXURY RENOVATIONS. PREMIER SERVICE.



OUR PREMIER CUSTOMER HANDBOOK

NORTHERN NEW JERSEY'S TRUSTED PARTNER FOR
LUXURY HOMES & RENOVATIONS

WELCOME TO THE

365 FAMILY

Thank you for choosing
365 General Contractors.

We are honored that you've entrusted us with your home and the opportunity to bring your vision to life. Choosing a contractor is one of the biggest decisions a homeowner can make, and we don't take that responsibility lightly.

From this moment forward, our commitment is simple: deliver exceptional craftsmanship, transparent communication, and a renovation experience that's as enjoyable as the finished result.



*Luxury isn't just the
finished space—*

IT'S HOW YOU'RE TREATED
FROM THE VERY FIRST
CONVERSATION TO THE
FINAL WALKTHROUGH.

Welcome to the 365 family.



YOUR PROJECT

CONCIERGE

Every great renovation begins
with great communication.

That's why every project includes a dedicated
Project Concierge—your primary point of contact
throughout your renovation.



YOUR DEDICATED POINT OF CONTACT

Your Project Concierge is your go-to
person for any questions, updates,
or needs.



PROACTIVE COMMUNICATION

We keep you informed every step of
the way so you always know what's
happening.



COORDINATION & SCHEDULING

Your Concierge coordinates schedules,
milestones, and important details to
keep your project running smoothly.



ANSWERING YOUR QUESTIONS

No question is too small. We're here
to provide clear answers and peace
of mind.



A SEAMLESS EXPERIENCE

From start to finish, your Concierge is
here to ensure your renovation experience
is smooth, organized, and enjoyable.

“

OUR COMMUNICATION PROMISE

*You'll never have to wonder
who to call or what's happening
with your project.*

WE BELIEVE EXCEPTIONAL COMMUNICATION IS
JUST AS IMPORTANT AS EXCEPTIONAL CRAFTSMANSHIP,
AND WE'RE COMMITTED TO KEEPING YOU
INFORMED EVERY STEP OF THE WAY.



365 PROMISE

When you choose 365 General Contractors,
you're choosing more than a contractor.

You're choosing a team that's committed
to delivering an exceptional experience.



01

EXCEPTIONAL COMMUNICATION

You'll always know what's happening with your project. We believe clear, proactive communication builds confidence and peace of mind.



02

RESPECT FOR YOUR HOME

We treat your home with the same care and respect we would our own by maintaining a clean, organized, and professional job site.



03

QUALITY CRAFTSMANSHIP

Every detail matters. Our team takes pride in delivering beautiful work that's built to last.



04

TRANSPARENCY

No surprises. Honest recommendations, clear expectations, and open communication are at the heart of everything we do.



OUR WARRANTY & COMMITMENT

Our commitment doesn't end when construction is complete. We proudly stand behind our workmanship and are committed to making things right if an issue related to our work arises. Your satisfaction isn't just our goal—it's our promise.



SHARE THE EXPERIENCE

REFER A FRIEND

The greatest compliment we can receive
is a recommendation from one of our homeowners.

If you know someone who's planning a renovation,
we'd love the opportunity to help them
create a space they'll love.

OUR REFERRAL PROGRAM



01

Refer a friend,
family member,
or neighbor.



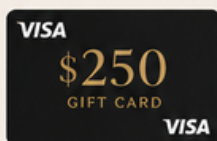
02

They complete a
project with 365
General Contractors.



03

You'll receive your
referral reward as our
way of saying thank you.



YOUR REFERRAL REWARD:

\$250

VISA GIFT CARD



WE'RE EXCITED TO GET STARTED

Thank you for choosing **365 General Contractors**.

We're honored that you've trusted us with your home and the vision you've worked so hard to create. From this point forward, our team is committed to making your renovation experience as smooth, transparent, and enjoyable as possible.

Throughout your project, we'll keep you informed, answer your questions, and be here every step of the way. Our goal isn't just to build a beautiful space—it's to provide an experience you'll feel confident recommending to family and friends.

If you ever need anything before, during, or after your renovation, we're always just a phone call or text away.



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