



Questions You Should Ask Before Selecting Your Fence Contractor

At Fence Outlet, it is our goal to make your fence installation a pleasant experience. The following are some questions you might ask:

- [What are Fence Outlet's qualifications?](#)

Fence Outlet has been installing fences since 1994. We are licensed and insured in every municipality in Central Florida. All of our installers are properly insured. We are a member in good standing with the Better Business Bureau (www.orlando.bbb.org) and listed on Angies List.

- [What are the property owner's responsibilities?](#)

For your protection, any fence installation should begin with a survey and locating the property pins. A Survey is helpful at the time of your estimate, but does not insure the property pins will be located. No job will be installed until these pins have been located or the customer gives us all points for starting and stopping.

It is the homeowner's responsibility to get all necessary HOA approvals prior to the fence installation.

To begin an installation process, Fence Outlet requires a contract signed by the customer, a one-third deposit, a survey and a signed Notice of Commencement for all jobs over \$2500. After the initial deposit, the remaining balance is due immediately upon completion of the installation. We accept most forms of payment.

- [What are the value added services included in your Fence Outlet Contract?](#)

Fence Outlet uses a service to locate the underground utilities. Note: Private water lines, electrical lines, gas or propane lines, pool pipes, invisible fence, sprinkler wires or pipes are not part of the underground utilities locate service, and are the responsibility of the owner.

Most municipalities require a permit for a fence installation. Using the customer provided survey, Fence Outlet will apply for the appropriate permit and will be responsible for calling in the inspection.

Note: In order to pull a permit, a fence company must be properly licensed, insured, and must register with the county or city where the fence is to be installed. If a contractor requests you to apply for the permit, it may indicate that they are not properly licensed, insured, or registered where you live. A permit ensures that the fence meets all applicable city or county codes so that you do not incur the expense of correcting an infraction and possible fines.

- [What Kind of Warranty does Fence Outlet offer?](#)

Fence Outlet includes a one year workmanship warranty. Fence Outlet has 7 Locations (Orlando, Oviedo, Melbourne, Daytona, Tampa, Port Richey and North Port) to serve any warranty claims. We are simply a phone call away.

- [Fence Installations on Sloped Surfaces?](#)

There are very few flat yards. It is "normal practice" to install a fence following the grade of your yard. However, there could be places where the fence is elevated and the homeowner may be required to provide fill dirt. The same problem occurs with gates. If the gate area slopes, there will be a gap under one side of the gate. Please discuss your grade options with your estimator.

We appreciate your consideration of Fence Outlet for your project. We ask for the opportunity to earn your trust and future recommendations to your neighbors and friends.

[**www.FenceOutletOnline.com**](http://www.FenceOutletOnline.com)

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PVC FAQ's

* **is our PVC virgin?**

Yes- all ingredients in our PVC are virgin vinyl resins. Recycled materials make the plastic more susceptible to harmful UV ray and/or make the product brittle.

* **Is our PVC American made?**

Yes- Fence Outlet's PVC is manufactured in the USA. Be aware of imported products. Not all international manufacturers use the same specifications as domestic manufacturers

* **What is covered by the product warranty?**

Our PVC has a limited lifetime warranty against peeling, flaking, blistering, rotting, and corroding. This warranty is transferable one time by the original owner.

* **How do you keep your fence panels from sagging?**

We use aluminum or steel insert in the bottom rail to reduce sagging. (6x8 sections only)

* **How do you keep your gates from sagging?**

We use an 8' aluminum insert in the hinge and latch posts to give the gate system more strength.

* **Do you recommend concrete with post installation?**

Yes- Every post should be concreted on a PVC fence installation

* **Do you use brackets to connect your fence?**

No metal or plastic brackets are used to fasten our fence system.

Ornamental FAQ's

* **What is covered with the aluminum warranty?**

Aluminum has a limited lifetime warranty against flaking chipping or cracking.

* **What is covered with the steel warranty?**

Ornamental steel has a 20 year warranty against peeling, cracking, chipping, or corroding. The warranty is adjusted if you are close to a coast line.

* **In which installation should I use aluminum or steel?**

Both products are suitable for most applications. Your estimator can make helpful recommendations to the product that best meets your needs.

* **What is the lead time for ornamental fencing?**

Fence Outlet stocks the most popular styles of aluminum ornamental fencing. This assures you of a prompt installation. Special colours and steel fencing may have a larger lead time. Please ask your estimator for more details.

* **Can I customize my ornamental fence?**

Yes- Many decorative and color options are available. Your estimator will be happy to assist you with any questions.

Wood FAQ's

* **What species of wood do you recommend?**

We recommend cypress. Cypress naturally grows in swamps, therefore, the trees develop an organic resistance to rot, fungi, insects, etc.

Fence Outlet also stocks pressure treated pine. The pine is treated with chemicals to protect it against fungal and termite infestation. There is a limited lifetime warranty on this product. Please ask your estimator for more details.

* **Do you install pre-manufactured wood fencing?**

Each fence is custom built at your job site using the species of wood you choose, galvanized ring shanked nails, and 2" x 4" rails. We do not install pre-built panels, and we do not use staples.

* **What is the product life of wood fencing?**

It is difficult to determine the life expectancy of wood fencing. Various types of wood perform differently under assorted climate conditions. Your estimator can answer any questions more accurately after observing the site. Under certain conditions, the life expectancy can be increased by staining your wood fence.

* **Why do wood fences warp or crack?**

Warping and cracking is a natural aging process of wood and a reaction to environmental conditions. It is natural and should be expected.

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