



Certified Restorer Code of Conduct



- 1. The CR will be familiar with, and adhere to, the contract and licensing requirements of the locality in which a project is performed.**
- 2. Labor and Material contracts will be based on the actual costs incurred or in accordance with a previously agreed-upon rate schedule. Backup data will be provided if requested by the party responsible for payment.**
- 3. Any estimate not prepared on the basis of direct inspection will be clearly marked as to the source of information and contain an introductory phrase indicating that the estimate was not based on direct inspection of the site.**
- 4. It is unethical to submit an estimate based on the format of another firm unless approval of the originating firm is obtained and they are prominently credited in the introductory section of the estimate.**
- 5. Estimates prepared after the work has been performed by another firm will be prominently marked as being prepared after the completion of work and not based on an inspection of actual site conditions.**
- 6. Commitments are not made by CRs unless there is a strong likelihood they will be kept.**
- 7. Estimate and contract provisions will be performed fully and accurately.**
- 8. Personal information regarding clients is kept confidential.**
- 9. Making disparaging remarks about competitors is unprofessional conduct.**
- 10. Mistakes, when made, should be frankly acknowledged.**