COMPLIANCE

CUSTOMER PAPERWORK THAT PROTECTS YOU

Most customer disputes are really about something that was never written down.

WHY PAPERWORK MATTERS

Good paperwork isn't about distrust. It's how you and a customer stay in agreement after the memory of a conversation has faded. It also protects you in a dispute, a chargeback, a licensing complaint or a lawsuit. Have an attorney in your state review your forms, because contractor rules vary widely.

BEFORE ANY WORK STARTS

Every job should have a clear written scope. For repairs, a signed or electronically approved work order is usually enough. It should include:

- Customer name and service address
- What you found
- What you'll do, and what you won't do
- The price, and what could change it
- Who authorized the work

If the job changes, get approval before doing additional work. A text or app approval is far better than "the customer told the tech it was fine." Keep it in the job record.

CONTRACTS FOR LARGER JOBS

Installations and replacements need more detail:

- Equipment make, model and efficiency

- Scope of removal, disposal and related work
- Permit and inspection responsibilities
- Payment schedule, with deposits as your state allows
- Estimated start and completion
- Warranty terms, for both labor and manufacturer
- How changes are handled
- Your license number and any notices that your state requires

Many states have specific home-improvement contract rules. They can make a contract unenforceable when required language is missing.

RIGHT TO CANCEL

The FTC's Cooling-Off Rule gives buyers three business days to cancel certain sales made at their home, including when they invited the salesperson. It doesn't cover some sales, such as those needed for an emergency or repairs and maintenance the customer asked for, but purchases beyond the requested repair are covered. Where it applies, the seller has to explain the right and supply cancellation forms. States can add more. Make sure your sales team knows exactly what they need to hand over and when.

FINANCING

Use only the disclosures and scripts your lender provides. Advisors should never describe the rate, the term or the promotional details from memory. Compliance with lending rules depends on what's actually said. Keep promotional materials current and approved.

WARRANTIES AND CLAIMS

Say what you'll stand behind and for how long. Avoid saying "lifetime" or "guaranteed" without defining them. Register manufacturer warranties on the customer's behalf, if that's your promise, and note it on the job. Be careful with claims like "best," "lowest price" or specific energy savings. You need to be able to back them up.

REBATES AND TAX CREDITS

Only quote incentives you've confirmed recently. Federal 25C and 25D credits ended for work after 2025, so remove them from any older sales materials. State and utility rebates change often. Let customers know who's responsible for applying.

PHOTOS AND PRIVACY

Photos of equipment are valuable documentation. Avoid capturing family members, personal documents or the inside of a home beyond what the job requires. Tell customers why you're taking photos. Protect customer data, including card information. Don't let techs store payment details on personal phones. Know your state's data-breach rules.

CALLS, TEXTS AND REVIEWS

Marketing to your customers has its own rules. Read calling your own customers and how to improve your Google rating.

HANDLE COMPLAINTS IN WRITING

Log every complaint with the date, the issue, who handled it and the resolution. Follow up in writing when something significant is agreed on. Respond quickly to any state licensing board complaint, and contact your attorney when one arrives. Most disputes can be resolved early if someone senior gets involved and listens.

KEEP THE RECORDS

Decide how long to retain contracts, work orders, permits and photos, based on your attorney's guidance and your state's limits. Store them with the job, not in someone's truck.

PUT IT INTO YOUR SOFTWARE

Paper gets lost. Use digital forms, with required fields, signatures and timestamps. When the tech can't close the job until the approval and photos are attached, you've removed most of the problem without another meeting.

Sources: FTC, Cooling-Off Rule; Service ProCall program guidance. General information, not legal advice.

Published by Service ProCall. Last reviewed November 2026. General information, not legal advice.

BEST PRACTICES: CALLING RULES AND COMPLIANCE

MAKE IT A HABIT

What good looks like

> Consent recorded for every text and marketing call.

> Do-not-call lists checked before every campaign.

> Opt-outs honored right away, in every channel.

The habits

1. Scrub lists against the national and state do-not-call registries before calling.
2. Keep a record of consent for marketing texts and calls.
3. Honor opt-outs fast, however the customer asks.
4. Call only within allowed hours in the customer's time zone.
5. Watch the Updates page for rule changes and dates.
6. Ask your attorney when a rule is unclear.

Signs it's time to get help

- You don't know when your lists were last scrubbed.
- Opt-outs are tracked in someone's head.
- Marketing texts go out without recorded consent.

Where we fit: Service ProCall scrubs every list against the do-not-call registries before a single call, and follows a written calling policy.

More on calling rules and compliance