



Customer: _____

Phone: _____

SCOPE OF WORK

EXISTING STRUCTURE: We assume that after removal, the openings will be structurally sound and that the new windows and/or doors can be inserted without repair to existing structure (i.e. termite damage, mold, dry rot) We assume there to be no interference by electrical or plumbing lines. All moving/ re-routing of such is the sole responsibility of the customer

TRIM (e.g. moldings & casings): We will use “best effort” to reuse moldings, millwork, trim, and siding whenever possible. However, in the event the original materials break during removal and can not be re-used, we will replace at no charge with *standard, in stock*, paint grade materials. If new stain grade, custom, and/or special order moldings are to be used at the request of the homeowner, a Change Order must be signed.

FINISHING: Unless otherwise specified, we will return your walls to “paint ready” condition. Meaning they are finished to the point of being ready for standard paint processes which may include nail hole filling, sanding, and priming.

TILE & GRANITE: Though it is rare, it is possible during extraction for damage to occur to tile, granite, marble and other materials that “butt-up” to the existing window and/or door frames. Such damage is at the risk of the homeowner.

ON SITE: When we are performing work, we will need to be able to reach a responsible party at all times. Please keep children and pets away from work areas. Arcadia W&D is not responsible for “escaping loved ones.” Openings will not be left open overnight, unless by prior arrangement. If work spans more than one day, we will pick up daily.

TERMS AND CONDITIONS

PAYMENTS: A non-refundable deposit of 75% is due at signing. Final payment is **due on day of delivery**. Occasionally situations arise in which a follow up visit is required for full completion of a job. In this event, customers may elect to hold back 20% of the BALANCE portion due.

CHANGES, CANCELLATIONS & RETURNS: Changes or cancellations after the order has been placed are subject to cancellation fees and any additional charges from the manufacturer. Generally changes can be accommodated within the first 24 hours without additional charges. All cost associated with any changes will be billed to the customer. Under NO circumstances will Arcadia Window & Door accept any items for return. NO refunds or credits will be issued for products left at Arcadia Window & Door.

DELIVERY DATES & BACKORDERS: There are No guaranteed delivery dates. Any “lead times” discussed are estimates only. Although we make every attempt to ship orders complete, occasionally backorders occur. Payment of orders may not be held back because of back orders. Only delivered items will be invoiced.

HOLDING PRODUCTS: Arcadia Window & Door will responsibly hold materials for 14 calendar days as a free service.

Please note: after 14 days you waive your right to any claims of product defect or damage. Any verbal or written permission to store products longer than 14 days DOES NOT reinstate your rights to the claims mentioned above.

SCREENS: Unless prior arrangements are made, Arcadia Window & Door is not responsible for holding and storing of screens. All screens will be delivered with their appropriate windows and/or doors. It is the responsibility of the contractor or the homeowner to remove and protect the screens during construction.

BUILDING CODES: As building codes vary from town to town; it is solely the responsibility of the purchaser to confirm that the products that they are ordering will meet the codes as they pertain to their project. Arcadia Window & Door, assumes NO responsibility for any building code compliance, including: fire egress, light and vent calculations, tempered glass locations, door swings, hinging, etc. If you have any questions about code compliance, consult with your local Building Safety Department.

ARCADIA W&D: is Licensed, Bonded, Insured, BBB accredited, We look forward to improving your home!

I HAVE READ AND APPROVE ALL LISTED POLICIES AND PROCEDURES ABOVE:

X _____ Date _____