



Wolf Creek Window & Door Solutions Ltd.

2741 Capri Road
West Kelowna, BC V1Z 2T5
250-300-8430

Customer Agreement

- A.** The quote is for advisory purposes only and all details of each product (as displayed in detail in the attached Specifications) are required to be reviewed by and approved by the customer.
- B.** This Agreement to prove the products listed as per Specifications and services set out in the Quote is subject to the Terms and Conditions and the Warranty Terms.
- C.** All discounts applied have been included in the Quote price.
- D.** Credit Cards are accepted for payment with a 3.5% fee.
- E.** Asbestos is a hazardous material. CUSTOMER is responsible for advising Wolf Creek Window & Door Solutions Ltd. Of any or all hazardous materials contain in the property/work site. Any and all costs for remediation of hazardous materials including asbestos will be the responsibility of the customer.
- F.** Balance of total agreed upon cost is due on the final day of completion.
- G.** All accounts not paid in full when due shall bear interest at the rate of 5% per month (annual interest rate of 24%) until fully paid.
- H.** Any materials needed to complete the work shall remain Wolf Creek Window & Door Solutions Ltd.'s property until paid in full. Surplus will remain Wolf Creek Window & Door Solutions Ltd.'s property.
- I.** For future service requirements after installation completion please contact admin@wolfcreekwindowa.ca
- J.** Pricing of individual products is based on total project value. Alterations to total project value may result in re-pricing of all individual products.
- K.** Due to the nature of window/door removal & installation there is a risk of stucco, drywall, wood & vinyl siding chipping or cracking.
- L.** Wolf Creek will need to park a work van & trailer in front of the property to be renovated. Wolf Creek will also need access to power and will set up saws and a work station.
- M.** Wolf Creek Window & Door Solutions will do our best to clean up any debris and remove all rubbish from the project as required.
- N.** In a full home window renovation Wolf Creek does not necessarily work on one room at a time and will require access to all windows being replaced. Any pets that are a flight risk through a rough opening should be kept in a room that will not be renovated.
- O.** It is the customer's responsibility to provide an area around each unit to be replaced that is clean and clear of hazards, including sprinkler heads, lawn decorations, and animal waste.
- P.** After 24 hours of full deposit window & door configurations/specifications cannot be changed or canceled without a fee and/or delay.
- Q.** It is the customer's responsibility to remove blinds (if and when possible). The existing blinds may or may not fit the new window profiles.
- R.** Should existing alarm contacts become compromised, it is not the responsibility of Wolf Creek to re-establish the connection.
- S.** Existing head flashings will be reused if possible. New head flashings are not included unless otherwise noted.
- T.** Paint, paint touch ups, & paint preparation are not included or completed by Wolf Creek.

Customer Signature