



Wolf Creek Window & Door Solutions Ltd.

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

CUSTOMER AGREEMENT

This Agreement is made between Wolf Creek Window & Door Solutions Ltd. (“Contractor”) and the Customer for the supply and installation of products as outlined in the approved Quote and Specifications.

A. Quote & Specifications

The Quote is provided for advisory purposes and is based on the Specifications provided. The Customer is responsible (with in reason) for reviewing and approving all product details prior to acceptance.

B. Scope of Work

The Contractor agrees to supply products and perform services as outlined in the Quote, subject to this Agreement, including applicable Terms and Warranty provisions.

C. Pricing & Discounts

All applicable discounts are included in the quoted price.

Any changes to the scope of work must be approved in writing. Pricing adjustments will apply **only to the affected items**, unless otherwise agreed.

D. Payment Terms

- A deposit is required as outlined in the Quote
- The remaining balance is due upon substantial completion of the work

A **holdback of 10%** may be retained by the Customer for up to **10 days** following completion to allow for inspection and correction of any deficiencies, if agreed to prior to commencing work.

Credit card payments are accepted and subject to a **3.5% processing fee**.

E. Late Payments

Overdue accounts will be subject to interest at a rate of 2% **per month (24% annually)** on unpaid balances.

F. Hazardous Materials

The Customer is responsible for disclosing any known hazardous materials (including asbestos) prior to work commencing.

If hazardous materials are discovered during the project:

- Work will pause
- The Customer will be notified
- Remediation work will proceed only upon written approval and agreed pricing

All remediation costs remain the responsibility of the Customer.

G. Ownership of Materials

All materials supplied remain the property of the Contractor until paid in full.

H. Project Risks & Damage

Due to the nature of window and door removal and installation, minor disturbance to surrounding materials (including stucco, drywall, wood, or siding) may occur.

The Contractor is NOT responsible for damage resulting from rot, weathered, unmaintained, or improperly constructed materials and or substrates

I. Site Access & Work Conditions

The Contractor requires:

- Access to the work area, including all applicable rooms
- Space for parking work vehicles and trailers
- Access to power

The Contractor will maintain a safe and organized work environment.

J. Site Preparation

The Customer is responsible for ensuring work areas are clear of obstacles, including:

- Blinds (where possible)
- Furniture and decorations
- Exterior hazards (sprinklers, waste, etc.)

K. Cleanup

The Contractor will remove project-related debris and leave the work area in a **broom-clean condition** upon completion. Final glass and window cleaning is NOT included.

L. Scheduling & Access

Work may be performed in multiple areas of the home simultaneously.

The Customer is responsible for securing pets and ensuring safe access to all work areas.

M. Changes & Cancellations

After 48 **hours** from deposit, changes or cancellations may result in additional costs or delays.

Any applicable fees must be reasonable and reflect actual admin costs incurred.

N. Existing Conditions

The Contractor is not responsible for pre-existing conditions (including rot or structural issues) unless identified and agreed to in writing.

O. Existing Systems

The Contractor is not responsible for reconnecting or repairing existing alarm systems or similar components that may be affected during installation.

P. Flashings

Existing head and or sill flashings will be reused where possible. New flashings are NOT included unless specified in writing.

Q. Painting

Painting, touch-ups, and surface preparation are not included unless otherwise specified.

R. Service Contact

For post-installation service, please contact:
admin@wolfcreekwindowa.ca

S. Acceptance

Customer Name: _____

Signature: _____

Date: _____

Contractor Representative: _____

Signature: _____

Date: _____