

## TERMS AND CONDITIONS

### INSTALLATION

- Although we make every effort to expedite your installation, certain unforeseeable events may delay your particular install. Product delays, inclement weather, vehicle breakdowns, installer sickness, etc. are just a few examples that may affect your install date and/or time. You will be called as soon as we become aware a rescheduling is necessary. Rescheduling of any install, REGARDLESS OF REASON, is not a basis for refund or cancellation, either in part or whole.
- Typical installations take from one (1) to four (4) hours, per door unit. Installations are weekdays only (excluding holidays).
- Most wood doors and some steel and fiberglass doors REQUIRE the installation of a trim kit. If required, one will be installed at no additional cost. The addition of a trim kit is not a basis for cancellation or refund.
- Every job is different, and installations may vary from job to job. *Dream Doors* reserves the right to determine how door glass and sidelights are to be installed. Non standard doors and sidelights are not a basis for cancellation or refund, as long as *Dream Doors* determines an install can be done without compromise to the integrity of the home.
- Please remove all items in work area to prevent possible damage to valuables. Installers are not responsible for children, pets, or any material items loose or attached, in or around work area. An adult or older responsible child (16 years or older) must be on the premises at all times while work is being performed.
- *Dream Doors* does not guarantee nor take responsibility for stucco damage that may occur around door openings.

### SECURITY SYSTEMS

- Due to insurance regulations, and for the customer's ultimate safety, *Dream Doors* cannot and will not reconnect security systems. Some systems are designed to lose programming if a wire is disconnected or severed. Some security systems may have wiring that runs through the door or side light sash where cuts to the door or side light is necessary for installation of glass. These hidden wires are not visible in any way prior to cutting the door or side light sash. For that reason, *Dream Doors* cannot and will not be responsible if wiring to your security system is cut or damaged during installation of a glass or door unit.

### YOUR DOOR, OUR GLASS

- When installing glass into your existing door, the *Dream Doors* installer is trained to inspect your door for any potential problems. If a problem is noted, the installer will discuss the problem with you and your options. If the problem(s) noted results in repairs or replacement of your existing door, you may opt to have another company or *Dream Doors* perform the repairs or replacement. Additional repairs or replacement, whether performed by another company or *Dream Doors*, is not a basis for cancellation or refund of this agreement. *Dream Doors* will allow you however, to apply any funds paid on this agreement toward a door repair or replacement from *Dream Doors*, instead of purchasing decorative glass.
- *Dream Doors* does not warrant any customer's existing door into which a door glass is installed.

### CHANGE ORDERS

- Once your order is placed, you may change your selection ONCE within two (2) working days (excluding weekends or holidays). Any changes to your selection after the allotted time may result in an additional charge of \$50.00 per item changed, and does not void the terms and conditions of this agreement.

### FINISHING

- *Dream Doors* does not finish doors. Should you need someone to paint or finish your door, we recommend you locate a professional painter from the Yellow Pages. *Dream Doors* cannot and does not accept responsibility for other contractor's work. *Dream Doors* cannot and does not guarantee the results you may experience from refinishing your door. *Dream Doors* further recommends fiberglass doors be painted for the most satisfactory results.

### WARRANTY ON DECORATIVE GLASS

Door glass inserts are limited to a (3) three-year warranty on the glass and glass frame mouldings. Each manufacturer of decorative glass ultimately is the judge of what is considered warranty. *Bubbles, lines, slight surface imperfections, light leaks on mirrored glass products, rattling/settling of the interior coming and discoloration are characteristics of all fine hand crafted glass and are not considered defects.* Subject to the terms and conditions below:

- Seal failures allowing glass to become fogged internally
- Discoloration of the internal coming (except for the natural aging process)
- Yellowing, splitting, cracking or heat deformation of the PVC door glass frame

NOTE: Glass breakage of the inside or outside glass, for any reason, IS NOT considered warranty, and must be covered by customer's homeowner's insurance policy. A separate glass breakage warranty can be purchased from *Dream Doors*. Ask your representative for details.

### WARRANTY ON ENTRY DOORS

*Dream Doors* (hereafter known as *DD*) as outlined below extends this warranty to the original homeowner. Warranty may be transferred once by paying a \$75.00 transfer fee. Subject to the terms and conditions, when this warranty certificate accompanies claims.

#### LIFETIME (20) YEARS

- Vinyl door unit frames (jambs), inside and outside trim (mouldings) installed by *DD* are warranted against wood rot, fungal decay and termite damage.
- Door units with fiberglass slabs are warranted against warping, splitting, cracking, rust, wood rot, fungal decay and termite damage.

#### THREE YEARS

- Door units with steel slabs are warranted against warping, splitting and cracking. Rusting of a steel door IS NOT covered by this warranty. The homeowner must assume responsibility of painting and maintaining a rust free surface of all steel door slabs. Failure to paint a steel door on all six (6) sides within thirty (30) days of installation voids the warranty.
- Door units with wood slabs are warranted against warping, splitting and cracking. Failure to finish all six (6) sides of a wood door within two (2) weeks of installation voids the warranty.
- Lock sets, as supplied by *DD*, on the mechanical workings and finish.

#### ONE YEAR

- Wood door unit frames (jambs), inside and outside wood trim (mouldings) installed by *DD* are warranted against wood rot, fungal decay and termite damage.
- Labor to repair or replace any defective product, as originally installed by *DD*. A minimum service charge plus labor at current labor rates will apply.

This warranty is limited to the furnishing of labor (for one year) and replacement or repairs as deemed necessary by *DD*, and that determination is solely at their discretion. This warranty does not cover damages resulting from break-ins, fire, flood, earthquakes, hurricanes, tornadoes, ice, hail or windstorms, or other acts of God. The warranties put forth in this certificate are the only expressed warranties extended by *DD* in connection with their warranted entry doors, door glass, and locksets. The remedies set forth in this certificate shall constitute the original homeowner's exclusive remedies, and *DD* shall not be liable to the homeowner for incidental or consequential damages for the breach of any expressed or implied warranties in connection with the products listed above. No modification or changes to the warranty will be effective unless set forth in a written document signed by an officer of *DD*.

### WARRANTY CLAIMS

For warranty claims please call us at 904-880-7778 or write *Dream Doors*, 5220-201 Shad Road, Jacksonville, FL 32257. The claim must include a clear description of the problem, the homeowner's name, address, phone number and approximate date of installation. A copy of this certificate may be required. Claims must be made within thirty (30) days of the date the problem was first discovered.

### LIABILITIES

*Dream Doors*, its employees, suppliers, agents and/or principals assume no liability resulting in any refunds in whole or part, nor compensation in whole or part for any and all of the following conditions:

- Repainting or refinishing of any door unit, moldings and trim, interior and/or exterior walls that may need to be refinished as a result of any repairs or warranty work as performed by *Dream Doors* or its assigned agents.
- Damage to any attached wall fixtures, pictures, ornamentals, collectibles, furniture, plants, carpet or flooring, curtains or drapes, or miscellaneous items around or near the work being performed.
- Damage to any security system as outlined in paragraph two above.
- Damage to any flooring, (carpet, hardwood tile or other), sub-floors, walls, wallpaper or other items around or near the door in the event of water leakage.
- Agreed, implied or assumed responsibility, for the safety and security of children, elderly people and pets.
- Lost wages and/or inconvenience from missed work, vacations, sick days or other due to a change in schedules regardless of fault. Miscommunication on the part of the customer and/or *Dream Doors* constitutes no responsibility to *Dream Doors* for anything other than a reasonable effort to complete the work as contracted, in full or part. This applies to additional time needed to complete the job beyond the original estimated and agreed upon time frame.

### CANCELLATIONS AND/OR REFUNDS

- Once an order has been placed, money is spent to initiate all work orders immediately. This insures we provide the very best and reasonably fast service possible. Service fees for credit card payments are automatically deducted and are not refunded to *Dream Doors* for any reason. For these reasons there are no provisions for cancellations or refunds. You have entered into a home improvement agreement and the terms for this is understood by signing the front side of this agreement.
- Occasionally there are valid and compelling reasons for a cancellation or refund. Generally the guidelines is for hardships such as death or disaster. It is at the discretion of the *Dream Doors* General Manager to make the determination what is or is not an acceptable reason.
- Regardless of the reason, if the *Dream Doors* General Manager makes the determination a cancellation/refund is allowed, it must be made within the first 48 business hours after the original date of agreement. A 25% cancellation fee of the total invoice amount, along with permit fees (if applicable) will be deducted from any refund(s), to cover money losses incurred by *Dream Doors* for the above stated reasons.