

TERMS AND CONDITIONS

INSTALLATION

- Although we make every effort to expedite your installation, certain unforeseeable events may delay your install. You will be notified 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.
- Every job is different, and *Dream Doors* reserves the right to determine how door glass and sidelights are to be installed. *Dream Doors* determines when and how an install can be done without compromise to the integrity of the home.
- Most wood doors, and some steel and fiberglass doors require the installation of a trim kit. If required one can be installed with an additional cost. The addition of a trim kit is not a basis for cancellation or refund.
- Additional work discovered before or at installation of any contracted job, may be additionally contracted with *Dream Doors* at an agreed upon price, or with another contractor at the customer's expense, without modification, compromise, cancellation, or refund of this agreement.

SECURITY SYSTEMS AND DOORBELLS

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

DOOR MAKEOVER USING YOUR DOOR, INSTALLING 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 is not a basis for cancellation of this agreement or refund. *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. Customer understands some paint damage may occur due to the installation process with existing doors and that *Dream Doors* cannot and does not guarantee the finish.

WARRANTY ON DECORATIVE GLASS

Door glass inserts carry a (20) **twenty-year limited warranty**. Each manufacturer of decorative glass is the warrantor and ultimately determines what is considered warranty. *Bubbles, lines, slight surface imperfections, rattling/settling of the interior coming and discoloration are characteristics of all fine hand-crafted glass and are not considered defects*. Manufacturers who cease business operations or discontinue products does not obligate *Dream Doors* to provide a replacement glass. Subject to the terms and conditions below:

- Seal failures allowing glass to become fogged internally.

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.

WARRANTY ON ENTRY DOORS

Dream Doors as outlined below extends this warranty to the original homeowner. Warranty may be transferred once by paying a \$100.00 transfer and inspection fee. This fee does not apply to any labor costs. Subject to the terms and conditions when this warranty certificate accompanies claims.

LIFETIME (20) YEARS

- *Dream Doors* fiberglass door units and fiberglass slabs are warranted against wood rot, fungal decay, termite damage, warping, splitting, and cracking.

THREE (3) YEARS

- Lock sets and hinges, as supplied by *Dream Doors* on the mechanical workings and finish. Finish warranty is excluded if installed within three miles of any body of saltwater or pool side. Additional manufacturer limitations may apply. See manufacturer's website for specific details.

ONE (1) YEAR

- Wood doors, wood door unit frames (jambs), inside and outside wood trim (moldings) installed by *Dream Doors* are warranted against wood rot and fungal decay.
- Furnishing of labor for replacement or repairs as deemed necessary by *Dream Doors*.

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 *Dream Doors* about their warranted entry doors, door glass, and locksets. The remedies set forth in this certificate shall constitute the original homeowner's exclusive remedies, and *Dream Doors* shall not be liable to the homeowner for incidental or consequential damages for the breach of any expressed or implied warranties about 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 *Dream Doors*.

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. *Dream Doors* is the sales agent only and warranties are determined and honored by the manufacturers of each product(s).

LIABILITIES

Dream Doors, its employees, suppliers, agents and/or principals assume no liability resulting in any refunds in whole or part, or compensation in whole or part for all the following conditions:

- Repainting or refinishing of any door unit, moldings and trim, interior and/or exterior walls that may need to be refinished because of any installation, 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.
- Stucco/coquina work needed because of the work performed.
- 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.
- Installers are not responsible for children, pets, valuables, or any material items loose or attached, in or around work area. An adult (18 years or older) must be on the premises always while work is being performed. Please remove all items in work area to prevent possible damage to valuables.
- 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.

BALANCE DUE

Dream Doors will charge any remaining balance due on the final day of installation for each unit. This will be automatically charged to the customer payment method on file, unless another payment method is agreed upon before the day of installation and a separate payment sheet is filled out and signed by both parties. *Dream Doors & Windows* reserves the right to stop work and/or place a lien on any property where payment is not made in full.

NO 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 construction agreement and the terms for this are understood by signing your corresponding contract and this document.

Customer signature _____ Date ____/____/____