



DURASEAL WINDOW & DOOR

Manufacturer of ... Quality Door, Window & Awning Products

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Thank you, for purchasing your new windows, doors, or awnings from our companies. This letter is a guide as to what the purchaser can expect as the order proceeds from initialization to installation.

RECHECK

Once an order is finalized between the purchaser and the sales rep., The order is scheduled for a recheck. Depending on the delivery time, a recheck may not be done for several weeks. Typically rechecks can be done from the outside of the home, but if the installer determines an inside view is required, the purchaser will be notified and an appointment will be scheduled. If changes are required to the original invoice due to changes noted on the recheck, the purchaser will be informed by their sales rep as to the changes and any cost changes associated with them.

DELIVERY TIMES

On the top of the purchasers invoice there is a column with an estimated delivery period. Delivery times can vary depending on many factors, some of them being weather, production delays, or scheduling conflicts. If an order is significantly delayed, the office will notify the purchaser of the new delivery date.

INSTALLATION PREPARATION

Please have all interior items removed from around the work area before installers arrive. It is not our responsibility to move items or furnishings, and we accept no responsibility for any damage incurred by moving items, or working over them. Blinds must be removed prior to our arrival. Re-installing blinds or re-sizing them to fit the new windows is the purchasers responsibility.

INSTALLATION DAY

The morning of the scheduled install, the office will check local weather forecasts and a determination will be made as to the ability of our crews to complete the job if there is any significant weather. If the office postpones the installation, the purchaser will be notified as soon as possible, and other arrangements will be made.

The installation crews use drop sheets to keep the interior work area as clean as possible. Subsequent cleaning will be required by the purchaser. Our installation crews are mind full of flowers and shrubs, but are not responsible for any damage that occurs to them, as a certain amount of workspace is required.

All construction debris will be removed by the installation crew unless the purchaser specifies otherwise.

PLEASE NOTE: All alarm wires and pins are the responsibility of the homeowner. The installation crew will **not** reinstall these items.

PLEASE NOTE: Damage to stucco may occur in the removal of the windows and doors from the building. Our crews take care not to add to any damage. Damage associated with the removal or installation of windows and doors will be the responsibility of the homeowner to repair at their own expense. The Window Factory assumes no responsibility.