

Vail Valley Garage Door

Terms & Conditions

Payment

A 50% non-refundable payment is required to confirm and place all custom door and/or operator orders and any non-stock items. Final payment is due upon delivery and/or completion of defined scope of work per the invoice. The invoice defines the scope of work. Initial payment indicates the customer's acceptance of these Terms & Conditions.

Estimates & Invoices

The Customer is responsible to confirm all special order doors and or operators are specified correctly on the invoice prior to submitting payment confirming the order, this includes confirming that VVGD has specified the correct applicable measurements. All estimated prices do not include: installation of electrical conduit, installation of electrical supply lines, installation of "finished" low voltage wiring to control stations and/or sensors.

Conditions

Any work required due to unforeseen conditions that change the scope of work and/or conditions not covered by the Invoice or Estimate may require additional fees and/or additional contractor services. Please be aware that some work may require the use of a scissor lift to insure technician's safety to perform the job, VVGD will do it's best to identify this need prior to the start of the work. Lift rental fee will be an added charge to the Customer.

HOA/DRB

Customer is responsible for securing all required approvals from the property's respective Homeowner Associations and/or Design Review Boards. Customer is responsible for following all Architectural Guidelines as applicable to the property. VVGD is not responsible for any fees, fines or other related charges arising from Customer's failure to secure proper approvals and/or adhere to appropriate guidelines.

Materials

All materials are guaranteed as specified by the manufacturer. If a job requires additional warranty work from VVGD, it can only be completed once the customer's account is paid in full. Disclosure: Natural wood products, color & texture variations are naturally occurring characteristics of wood and are not considered a defect. Due to these naturally occurring variations, VVGD does not assume any liability for such conditions. Garage door mock-ups and/or pictures that VVGD presents that are viewed on computer monitors, mobile devices and printed materials will vary from the actual material colors.

Workmanship

All VVGD work will be completed in an efficient and workman-like manner. All VVGD workmanship is guaranteed on new commercial product installations for 60 days from the date of completion. All VVGD workmanship is guaranteed on residential product installations for 6 months from the date of completion. Additional manufacturer warranties are applicable for new products as outlined in the product documentation. Disclosure: Most manufactures do not cover labor costs to remove, replace or repair their equipment.

Performance

In no event shall VVGD be held responsible for any failure or delay in the performance of its obligations caused by forces beyond its control including, but not limited to: delivery delays, strikes, work stoppages, accidents, acts of war or terrorism, or natural diststers. VVGD is not responsible for interruptions in the performance of its services due to loss or malfunction of utilities, communications or computer (software and hardware) services.

Rescheduling

Due to the time required to complete the installation of a garage door(s), Customer's must provide VVGD with a minimum 48 hours notice to reschedule an installation service in order to avoid a \$200 rescheduling fee.

Personal Property & Private Information

While VVGD will do its best to maintain safe keeping of Customer's personal property/information (keys, entry door codes, other private information), VVGD does not accept responsibility for items and/or information that may become lost or compromised.

**"VVGD" refers to Vail Valley Garage Door. "Customer" applies to all homeowners, property managers, real estate agents, landlords, persons, and entities that are associated with or act as an agent for a particular property of which VVGD is conducting business.