

STANDARD WARRANTY - 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).
- Every job is different, and installations may vary from job to job. DoorVida 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 DoorVida 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 (18 years or older) must always be on the premises while work is being performed unless otherwise notified from contractor or client that work is to be done without an adult on site.
- DoorVida does not guarantee nor take responsibility for stucco, paint, drywall damage or any damage to existing substrate that may occur around door openings.

SECURITY SYSTEMS

- Due to insurance regulations, and for the customer's ultimate safety, DoorVida 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, DoorVida 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 POLICIES

- When installing glass into your existing door, the DoorVida 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 DoorVida perform the repairs or replacement. Additional repairs or replacement, whether performed by another company or DoorVida, is not a basis for cancellation or refund of this agreement. DoorVida will allow you however, to apply any funds paid on this agreement toward a door repair or replacement from DoorVida, instead of purchasing decorative glass. DoorVida 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 one (1) working days (excluding weekends or holidays). Any changes to your selection after the allotted time may result in an additional charge of \$100.00 per item changed and does not void the terms and conditions of this agreement.

FINISHING

- DoorVida does not finish doors. Should you need someone to paint or finish your door, we recommend you locate a professional painter. DoorVida cannot and does not accept responsibility for any other contractor's work. DoorVida

cannot and does not guarantee the results you may experience from refinishing your door. DoorVida further recommends fiberglass doors be painted for the most satisfactory results.

WARRANTY ON DOOR PRODUCTS AND INSTALLATION

ONE YEAR INSTALLATION WARRANTY

This warranty is limited to the furnishing of labor (for one year) and replacement or repairs as deemed necessary by DoorVida, 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, work from other individuals or companies, or manufacturers defects. The warranties put forth in this certificate are the only expressed warranties extended by DoorVida 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 DoorVida 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 DoorVida.

DOOR PRODUCT WARRANTIES

- Door glass inserts are subject to the manufacturer's warranty and DoorVida cannot and does not accept responsibility for functionality of door beyond correct, professional installation. 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 casing and discoloration are characteristics of glass and are not considered defects. NOTE: Glass breakage of the inside or outside glass for any reason post-installation IS NOT considered warranty and must be covered by customer's homeowner's insurance policy.
- Wood door unit frames (jambs), inside and outside wood trim (mouldings) are typically warranted against wood rot, fungal decay and termite damage. All door products REGARDLESS OF MATERIAL (door, trim, hardware, glass, etc.) are subject to manufacturer's warranty, separate from installation work provided by DoorVida.

WARRANTY CLAIMS

Any claim of labor/installation warranty do not negate payment of services due in full per agreed upon sales contract/approved estimate. Complete amount owed for products and services must be paid in full prior to submitting a warranty claim for installation. For warranty claims please call us at 407-593-0258 or write to DoorVida, 1619 Park Commerce Court, Saint Cloud, FL 34769. 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 signed certificate is required. Claims must be made within one full year of when problem was discovered.

LIABILITIES

DoorVida, its employees, suppliers, subcontractors, 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 DoorVida 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 this Standard Warranty – Terms and Conditions form.
- 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 DoorVida constitutes no responsibility to DoorVida 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 DoorVida 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 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 DoorVida owners to make the determination what is or is not an acceptable reason. Regardless of the reason, if the DoorVida owners make 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 DoorVida for the above stated reasons.

APPROVAL

Two signed copies of this agreement are to be completed. One shall be furnished directly to the consumer, one shall remain in the possession of DoorVida and its entities.

Purchaser Signature

Seller Signature

Purchaser Printed Name & Title

Seller Printed Name & Title

Dated

Dated