

Service Agreement

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What to Expect from Us: Once you process your warranty inquiry through our website, www.windowsandbeyond.net, which includes our contract, code form and appropriate administrative fee*, we will attempt to determine the solution that best suits your situation. We will call or email you if we have questions or concerns (administrative fee applies). This minimizes the billable cost to you. If at all possible, we will order parts or glass in advance of scheduling a service call (after a service agreement has been signed and the administrative fee paid). Our aim is to schedule the appointment and be there on time. We will send the required personnel to complete the job in the most efficient way possible. If we are handling large doors or glass, we may need to send more than one person and extra fees will be required. We do our best to protect all work areas. We only bill by the hour because all jobs and conditions are unique. We work hard to be the best at what we do.

What We Expect From You: We expect you to be on site when we arrive or make other arrangements to allow access. Let us know if we need to provide plastic runners or additional protection for the work area. Please advise us of any other job conditions or requirements so that we come prepared. We are not responsible for shutters or window coverings. If you have them on your windows please remove them before we arrive, and if they are removed by our technician we will not reinstall them when we are done. In the process of changing sashes we will reinstall alarm magnets but will not be responsible for any of the operations of your alarm system. Painting and finishing are done by the homeowner. If the job extends to multiple days, we may ask for interim payments, and daily trip fees will apply. Finally, we expect to be paid promptly on completion of work.

“Customer Service is the Foundation We Build On”

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Homes In Progress, Inc. dba Windows & Beyond is an independent contractor not associated with any specific window or door manufacturer. We supply a service to process warranty claims for windows and doors and provide the service to remove and replace the failed items. We charge a processing fee to submit your claims due to the extensive time and knowledge that it takes to process these claims. These claims can take 4 to 6 weeks to process and approximately 7 working days to ship. The following are the rates that may apply to your claim:

Service Rates:

Initial, non refundable, administrative fee \$150 for up to 9 items. 10 Items or more require a custom quote.

- Quote Rates for the additional items (10 or more):
- Our rates within Contra Costa County are \$250.00 for the first hour
- Our rates for service, not in CC County but within a 40 mile radius of our location are \$285.00 for the first hour
- Our rates for service within a 41-60 mile radius are \$315.00 for the first hour
- Our rates for service over 60 miles are to be quoted.
- Additional time is billed at \$125.00 per hour (in half hour increments)**
- Disposal Fees will be charged based on size of job.**

Please call 925-689-6600 with a credit card number to complete request. All service requires a credit card charge for the administrative fee, and first hour/travel prior to scheduling. Any cancellation by homeowners within 48 hours of the scheduled date will be subject to a charge of the first hour rate. Weather cancellations will be rescheduled as time is available.

By signing below, you acknowledge our service policy, billing rates and agree to pay at time of service.

(Subject to \$25 late/processing fee if not paid at the time of service.)

Name: _____ Email: _____
Address: _____ City, _____, CA Zip: _____
Signature: X _____ Date _____

- o Disclaimer – Orders placed based on customer provided information are not guaranteed for accuracy. Customer accepts full responsibility for such orders and agrees to pay our fees for re-orders in case of receipt of incorrect items.*
- o Customers who have others or themselves perform the installation of glass accept full responsibility for the installation and are subject to shipping, handling and storage fees: Drop ship to customer's home \$75 minimum charge, due at time of order. \$35 per week storage fee for product not picked up within 2 weeks of receipt. Subject to a disposal after 30 days.*