



H & H Patio Enclosures

Div. of H&H Aluminum Structures Inc.

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H&H Patio Enclosures Policies

Claims Policy

After submitting a written claim, the customer must provide access to the site so H&H installers can evaluate the alleged defects and perform its obligations under the warranty should H&H determine in its sole discretion that the defect is covered by warranty.

If H&H determines that a charge will apply to the repair the customer must pay in advance. Should any component of the original structure not be available, H&H reserves the right to substitute a compatible component.

Non-Payment

All goods delivered, installed & repaired by H&H Patio Enclosure div. of H&H Aluminum Structures shall remain in possession of the Company until the Customer has fulfilled the obligations of all amounts owing pursuant to any invoice/s issued by the Company for the work, including all applicable GST, taxes, and interest charges. If the goods are sold by the Customer, the Customer will be responsible to hold the proceeds of sale of such Goods owed to H&H and be paid to H&H upon the sale of the goods.

If legal action is required for any matter H&H reserves the right to have the case heard by the Ontario Court of Justice – Orangeville (County of Dufferin) Courthouse.

All delinquent accounts after 30 days, will be charged a 3% interest fee calculated on the balance owing for each month (36% annual) that payment has not been received.

Cancellation or Change of Contract

Customers have 7 days from the date of the downpayment or confirmation to cancel or make changes to the contract without penalty. After 7 days a 5% Admin Fee will be charged to the customer. Plus, a restocking fee of 25% will be charged if materials or components on the customer's contract have been ordered. Once construction has begun, orders cannot be changed or cancelled. H&H reserves the right to change installation dates at its discretion.

Independent Contractors: any mistakes made by them on products ordered or purchased through H&H are none returnable or refundable.

Down Payments and Confirmation of Orders

A minimum of 25% of the total order must be received prior to the order being scheduled for installation or production. The customer must confirm they agree to all terms, details, specifications and costs on the contract by either signing the original contract or signing the electronic signature sent by H&H.

Building Permits

H&H will acquire any required building permits for the set fees listed. However, if the customer decides to acquire their own building permit, they are responsible for all costs relating thereto and must provide H&H a written copy prior to construction. The customer will also be responsible for any extra charges that may arise should the job have to be modified in any way.

Changes to Customer Site

The customer is not to make any changes to the existing building site after H&H employees (or their representatives) have measured the site. The customer is responsible for notifying H&H prior to any changes. Should the customer make changes prior to notifying H&H the customer will be responsible for any additional cost incurred as a result of the changes.

H&H Patio Enclosures a Div. of H&H Aluminum Structures Inc. reserves the right to change any policy or warranties without notice.