



# **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**

If a customer fails to make payment in accordance with the terms of the contract all materials remain the property of H&H. 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.

### **Cancellation or Change of Contract**

Customers have 72 hours from the date of the contract to cancel or make changes to the contract without penalty. Thereafter a restocking fee of 25% will be charged if materials or components on the customer's contract have been ordered and cannot be cancelled by H&H. Once construction has begun, orders cannot be changed or cancelled. H&H reserves the right to change installation dates at its discretion.

### **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 built. The customer must confirm they agree to all terms, details, specifications and costs on the contract by either signing the original contract or by giving H&H approval by email.

### **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 they will be responsible for any additional cost incurred as a result of the changes.

H&H Patio Enclosures reserves the right to change any policy without notice.

