



Commercial Warranty And policy

New blind Warranty: Blindpros warranties are subject to availability and manufacturer supply and a product expected life expectancy, all manufacturers warranties are subject to manufacturer approval.

Blindpros Warranty: Subject to approval and discretion of both Blindpros and or the manufacturer, if a warranty is refused or deemed to be void, repair or replacement will be offered at owners' expense.

If a manufacturer deems a warranty to be void, Blindpros warranty is voided as well.

No warranty provided is in Lieu of IE: manufacturer refuses and or deems the product to be a customer issue and or caused, this does not mean Blindpros is now responsible in the case of a manufacturer refusal.

If warranties are voided This also applies to the manufacturer, If Blindpros refuses, the manufacturer is not liable to provide warranty as well.

Repair Warranty: Repair warranty, is subject to Blindpros opinion and expertise, and parts availability. this warranty is only valid, if a product is returned to OEM status. This does not mean all original Parts or E, string color, aftermarket parts, manufacturer direct parts or other. This is deemed by Blindpros and Their reps on you invoice.

If a customer refuses any additional repair cost IE: additional parts or other issues the pre-determined repair will be completed and No Warranty will be provided Basically, if a new cord lock or other parts need to be replaced and or are Refused

Commercial warranty:

New Blinds: All commercial warranties are valid for 12 months from date of Install. on residential commercial Request, New blind warranty is 3 years from purchases date.

Repairs: All commercial warranties are valid for 30 days from date of Repair, OEM status and parts are valid for 6 months from date of install. Residential/ commercial request 6 months from date of repair Unless other wise advised. 1 year for OEM status from date of repair.

Replacements Blinds: all Commercial and residential, warranty replacements have a 12 month warranty unless other wise advised and each single blind has 1 warranty replacement available any requests there after are null and void.

Advised Repair failures: If a blind is repaired and the repair fails within a advised time. The repair cost will be contributed to a replacement costs **This does Not include** service call fees, assessment fees.

Example: "Blind can be fixed, but we can not Guarantee it will Hold due to multiple factors. a repair maybe attempted upon authorization How ever blind pros advises it may not work, due to age, parts availability, damage or other circumstances, and a replacement would be advised if it fails again" a close match replacement would be ordered with the rental repair attempt costs contributed to the replacement costs. This is only valid through blind pros of calgary, through its manufacturers.

Payments: All repair receipts are due upon repair completion, Receipts with any requested details Maybe provided IE address, business, contact, invoice number. All repair work must be paid on the date and time of completion. All payments are due upon completion of work. Failure to pay or delays may void any warranty claims.

Credit card: A valid billable credit card must be provided, For all repair appointments unless otherwise advised.

Appointment Amounts: A pre determined billable amount can be provided prior too an appointment. IE: \$300 billable on CC With out authorization. How ever this must be established before The appointment date.

Other Payment terms: Specialty payment terms can be requested But only once an established relationship has been Created.

Blindpros Of Calgary Does not do not accept Net X days Unless otherwise agreed to prior too any appointment date.

Discounts: Established relationships, maybe eligible for discounted rates. In addition to or exceeding current promotions. This is only eligible once a successful relationship as been established or agreed to.

New sales Payments: All new blinds or replacements Maybe handled alternatively, how ever replacements or new blinds will not be ordered until a deposit has been received. Alternative arrangements can be made, how ever no new blind or replacement will be ordered with out a deposit received.

Customized Payment terms: Blind pros can arrange custom payment terms Once a relationship is established and deemed acceptable. exclusivity is provided and or pre arranged agreement is set.

Cancellations: a 48 cancelation policy is in effect for all appointments including commercial and a \$159 fee will be applied to the card on file. unless other wise agreed, The fee will not be applied to a job or appointment and is separate from any appointment fee. This will be applied to card on file. or payment link

Information: Blindpros of Calgary Follows the strictest of policies when it comes to client information, blind pros will not use any business name or reference in promotional material Beyond a stated reference upon request. Blindpros will not provide any contact information with out a approved writer response.

Credit card information is stored in an online vault Via square, Blindpros and any representatives will not be granted access to the any client file until appointment date, billing requirements or forced billing information.

Insurance:

Blindpros Of Calgary is Insured Through TD Insurance direct Operating As Blindpros of calgary.

We are insured for Window Damage, tool damage caused by or to, Injury Up to 16 feet (any thing above this requires additional insurance) and product damage.

What is excluded: walls, window casings, trim, other trade damage.

Policy's

Blindpros of Calgary Takes Payment information and business informations vary seriously, We will not broadcast company information beyond a trade request. IE someone asks us who we work with we will say X how ever we will not promote this beyond with out a written request and of course with out written approval.

Payments: All Credit card information is saved on a digital payment system. We will only access it on appointment dates, that information will not be copied or reproduced in any form Outside of our digital system. Our payment system is pass code locked for any customer, and for some a payment scheduled is setup for a remaining balance billing. This system is set up for on use or maximum 2 or continued billing to ensure privacy and safety and more importantly financial security.

Safety: Blind pros Takes safety seriously. we will not operate in unsafe, dirty or busy jobs that may create conflict with trades, or other service providers with in reason.

If a job site requires Booties or coverings, hard hats to enter The commercial client will provide necessary equipment available on appointment date if required.

we expect commercial clients to provide easy access to areas of work IE: windows, and areas to work.

How ever we will do our best to accommodate trades while balancing safety and our work as best as possible.

When it comes to safety that also applies to travel we rarely miss a day of work how ever storms may limit our ability to work. if this is the case we will inform and arrange for an alternative dates.

Repairs: the best option will always be provided, and details provided in an itemized receipt. How ever some repairs don't work, we will do our best to provide the highest standards and quality available at all times. If a repair is refused or deemed no reparable and close match replacement will be measured matched and a quote provided for authorization prior to ordering.

Appointments: we have appointments to keep and so do you, we are not there to waste anyones time. we will do our best to stay on time and we expect you to as well. if we arrive in the agreed time slot, and no one is available we will wait as long as we can before the no show fee of \$159 is applied. How ever we will do our best to avoid this to accommodate with in reason.

CBG net Blocking: The CBG blind network (all blind company's operate with in it) provides a dispute/ blocked list, if a client falls under this list we will not be able to service them unless You take full account of the job, this is rare How ever some clients have found them selfs on it with a failure to pay, and or disputes, harassment. we will do our best to resolve it How ever we may not be able to or we may have to provided Your business as the soul owner IE new blinds Home owner is on a Block list, you X company may have top be the client name provided to the manufacturers to accommodate the job. If this is to happen commercial warranty would be applied to the job.

Representation: We take representing our selfs and your company seriously, from a single repair to a contract client. we promise and agree to provide the upmost professionalism and quality of work that represents your brand. We will conduct our selfs to the highest standard possible to protect that brand. as we do most of our work on contract for manufacturers. we have a lot of experience in this area to ensure we are there to represent you and your business not just our own. company's client is abusive toward one of our staff, If this occurs we will refuse any future service. This means we will not complete jobs, as an example: if a blind is in order and abuse occurs will we make arrangements for deliver and final payment but we will not return to complete the job. example a home owner is abusive and rude on multiple occasions and we decide we will not return to install a blind we will drop it off and accept final payment and we will not install it.

Approvals: IF approvals are required, please ensure your representative is available on an appointment date via email, phone call or on location. for contact.

Payments : All payment are final, due to the nature of window coverings No refunds changes or alterations can be made deeming all orders and custom amounts as non refundable and final.

Delivery's: We have zero control of deliveries and no estimation is set in stone. if its parts orders or replacements or new blinds we have zero control over delivery times from manufacturers. we are not responsible for delivery times. we will do our best to fight for our clients and protest how ever we are not responsible or liable for manufacturers delays.

Collections and Legal action: Sadly we have to says this. All receipts are considered a legal agreement for work. If forced credit billing Fails after attempts to resolve all relevant account details, receipts orders and any information required will be sent to our legal team for review and maybe be directed to collections for resolution, please note Once a file is sent via this path we can not stop it once a collections account is sent for recovery we have no ability to stop it, make changes, negotiate it or accept funds.

Any questions feel free to contact our office for more information .

Blindpros team