



STAIR DIVISION SALES
 18810 96th Avenue, Surrey,
 B.C. V4N 3R1
 Tel 604-880-7204

Date:			
Customer #		Customer Name:	
Jobsite:			

NOTES

Thank you for your order. To ensure there have been no misunderstandings or errors and that you are completely satisfied with your purchase, please find an encapsulation of the terms and conditions that we have discussed. Please initial where indicated to confirm your understanding and agreement.

A)	Your non-refundable deposit of \$_____ will ensure that we can proceed with your order in a timely manner. The balance of the amount is due PRIOR to delivery. We will be unable to initiate delivery without the balance of payment in place.	Initial _____
B)	The targeted date for completion of manufacturing and shipping is ____ / ____ / ____ . This date (usually a 2-week period) will be confirmed at the start of manufacturing, two weeks prior to completion. If the customer is unable to receive the product on the delivery date, another appointment must be made and will be determined by availability. A change form will need to be completed and a warehousing fee of \$10 per day will apply. Product held for more than 7 days after the targeted ship date without alternative arrangements will be automatically charged to the customer's card.	Initial _____
C)	Pricing is based on the customer having 2 people available to assist in unloading the product. They must be able to lift and carry up to 80 lbs from the driveway to its position in the house. The additional help is typically only needed for the carry – about 15 minutes, but as long as is required. Westcoast can provide the labour required, however, there is a charge of \$60.00 per hour with a 4-hour minimum per labourer.	Initial _____
D)	SAFETY on site is a primary concern. The site must have safe access including, but not limited to, a clear path to the building, no trip or fall hazards, no unsafe protruding objects (i.e.: nails, rebar...), and no risk of falling objects. Where Westcoast Moulding is installing the product, the customer agrees to ensure their compliance with all safety procedures. This includes ensuring the site is assessed for safety and ready for installation in accordance with the Installation Plan.	Initial _____
E)	DO NOT REMOVE temporary support beams or barrier tape until specifically authorized by a Westcoast Moulding representative. DO NOT USE the product (i.e. stairs) until specifically approved by a Westcoast Moulding representative.	Initial _____

<p>F) There are no returns or credits for custom or special ordered product.</p> <p style="text-align: right;">Initial _____</p>
<p>G) Limited Warranty – Installed stairs are warranted for 90 days from installation date. The manufacturer’s warranty applies to all other products and varies from product to product. In no event shall Westcoast Moulding & Millwork Limited be liable for any special, incidental, exemplary, or consequential damages, or commercial loss of any kind (including loss of income or profits). Westcoast’s entire liability is limited to the replacement of defective products, or to an amount not to exceed the price of the defective products. This agreement excludes all implied warranties including, but not limited to, the warranties of merchantability and fitness for a particular use.</p> <p style="text-align: right;">Initial _____</p>
<p>H) Engineered drawings may be required, depending upon the municipality and construction details. Please note, Westcoast Moulding is <u>not</u> in any way responsible for engineering or the associated costs.</p> <p style="text-align: right;">Initial _____</p>
<p>I) We will do our best to install the stairs as close to what has been laid out prior to manufacturing the stairs, however, there can be variances in what we measure and what we install. This can be due to many factors that are outside of our control (framing, drywalling...). As such, please allow for as much as a 2” variance from what is measured on site to what is installed. Westcoast is not responsible for providing the header or correcting any framing issues.</p> <p style="text-align: right;">Initial _____</p>
<p>J) Prior to the stairs being installed we need the heat to be on in the house at a consistent temperature for a minimum of 3 days. Once the stairs are installed, please continue to have the heat on as any large variations in the heat (more than 5°C degrees + or -) can potentially cause damage to the stairs by having them warp, delaminate or more.</p> <p style="text-align: right;">Initial _____</p>

Westcoast Moulding & Millwork Limited makes a concerted effort to provide you with the highest level of service and product. If you have any questions whatsoever, please do not hesitate to call your Sales Representative directly or our office at 604.513.1138.

Please confirm your agreement with these terms (to be signed in the presence of and witnessed by a Westcoast Sales Representative):

Signature

Print Name

Date

Westcoast Moulding Sales Representative

Print Name

Date