



WINDOWS NOW

513.268.7009
Cincinnati, Ohio

PAYMENT TERMS

Payment Terms & Deposit Structure

- A \$99.00 initial deposit is collected at the time of online ordering to begin the measurement verification and ordering process.
- This \$99.00 initial deposit is credited toward the required 50% deposit once final measurements and pricing are approved.

Measurement Verification & Pricing

- Windows Now LLC will perform an in-home re-measure to verify window and door sizes and installation conditions.
- Initial online pricing is based on customer-entered measurements completed by following the measuring instructions provided on the Windows Now LLC website.
- If the verified measurements differ from the sizes entered online, final pricing may increase or decrease accordingly. Any pricing adjustment will be clearly presented and must be approved by the homeowner before proceeding.
- No windows or doors will be ordered or manufactured until final measurements and pricing are approved in writing or via e-signature.

Deposit Refund & Contract Acceptance

- If the homeowner chooses not to proceed after reviewing the verified measurements and any resulting pricing changes, the \$99.00 initial deposit is fully refundable at that time.
- Once final measurements are approved and the homeowner completes payment of the remaining balance of the 50% deposit, this agreement becomes binding and non-cancelable, except as permitted by applicable state law.

Remaining Balance

- The remaining 50% balance is due upon delivery of the products, prior to or at installation.
- Any approved change orders must be paid in full at the time the change is approved or at delivery, whichever occurs first.
- If an installed unit has functional or cosmetic issues that fall outside manufacturer or industry tolerances, the homeowner may withhold up to 10% of the affected unit's price until the issue is corrected. Once resolved, the remaining balance is due in full.

Authorization

By signing this agreement, the homeowner confirms that the prices, specifications, and conditions are satisfactory and authorizes Windows Now LLC to perform the work as outlined. No additional products or services will be provided without written approval.

This agreement is subject to applicable state consumer protection and home improvement laws.



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WINDOWS NOW LLC – PROJECT TERMS & COMMITMENT

Windows Now LLC is committed to providing professional installation of windows and doors as outlined in this agreement. All work will be completed in a timely and workmanlike manner, in accordance with standard industry practices.

Contract Changes

Any changes to the scope of work, window or door specifications, installation details, or pricing must be:

- Clearly documented in writing, and
- Approved and signed by both the homeowner and Windows Now LLC before work proceeds.

No additional work or costs will be incurred without written authorization.

Materials & Installation Standards

All windows, doors, and related materials will meet the specifications listed in this contract. Installation will be performed according to manufacturer guidelines and standard installation practices.

Any homeowner-requested changes that require additional labor, materials, or modifications beyond the original agreement will be treated as a change order and billed separately once approved in writing.

What Your Price Includes

Unless otherwise noted, your contract price includes:

- Removal and proper disposal of existing windows and/or doors
- Installation of new windows and/or doors
- Jobsite protection and cleanup upon completion
- Professional installation performed in a workmanlike manner

Scheduling & Delays

Delivery and installation dates are subject to change due to circumstances beyond our control, including but not limited to:

- Manufacturer or supplier delays
- Severe weather or natural events
- Labor issues, accidents, or material shortages

Windows Now LLC will communicate any delays as soon as they become known.

Jobsite Care & Safety

We respect your home and will:

- Maintain a safe and orderly work area
- Take reasonable steps to minimize dust and disruption
- Perform a general cleanup at the completion of installation



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Insurance & Coverage

- The homeowner is responsible for maintaining property insurance during the project.
- Windows Now LLC carries Workers' Compensation insurance for all employees.
- Windows Now LLC is fully insured for general liability, bodily injury, and property damage.

Our Promise

Windows Now LLC Promise:

We treat your home like our own.

By signing this agreement, the homeowner acknowledges and accepts the terms above and understands Windows Now LLC's commitment to quality products, professional installation, and clear communication throughout the project.



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CUSTOMER RESPONSIBILITIES & ONLINE ORDERING ACKNOWLEDGEMENT

- Windows Now LLC offers an online ordering process that allows homeowners to select window and door products, options, and sizes prior to an in-home re-measure. To ensure accuracy and transparency, the homeowner agrees to the following:
- The homeowner is responsible for entering window and door measurements accurately by following the measuring instructions provided on the Windows Now LLC website.
- Initial online pricing is based solely on the sizes and options entered by the homeowner.
- A paid in-home re-measure is required to verify all window and door sizes and installation conditions before final order placement.
- If the re-measure confirms that the sizes entered online were incorrect or do not match site conditions, final pricing may increase or decrease accordingly. Any pricing adjustment will be clearly presented to the homeowner for approval prior to ordering or manufacturing.
- Windows Now LLC will not order or manufacture any windows or doors until final measurements and pricing are approved by the homeowner in writing.

Permits, Access & Preparation

- The homeowner is responsible for obtaining and paying for any required permits, licenses, or HOA approvals.
- All breakable items near windows, doors, or surrounding wall areas must be removed prior to installation.
- Blinds, drapes, and other window treatments must be removed before installation. Mounting brackets should remain in place. Reinstallation of window treatments is the homeowner's responsibility after installation and caulking are complete.
- Furniture and personal items must be moved away from windows and doors to allow proper access for installation.

If the homeowner is unable to move furnishings or remove window treatments due to physical limitations, Windows Now LLC installers may assist **only after** the homeowner signs a waiver acknowledging that Windows Now LLC is not responsible for any damage that may occur during handling.

Window Treatments & Alarm Systems

Window Treatments:

Replacement windows or doors may have frame dimensions that differ from existing units, which can reduce sill depth or limit the ability to reinstall certain blinds or window treatments in the same manner as before. Windows Now LLC is not responsible if existing treatments cannot be reinstalled due to these dimensional changes.

Alarm Systems:

For liability reasons, Windows Now LLC installers are not permitted to disconnect or reconnect alarm system components. The homeowner must coordinate directly with their alarm provider for reconnection on the day of installation, if required.



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WARRANTIES– PRODUCTS & INSTALLATION

Installation (Service) Warranty

Windows Now LLC provides a 2-Year Residential Installation Warranty covering workmanship related to window and door installation.

Non-residential properties (including rentals and apartments) receive a 1-Year Labor Warranty.

Manufacturer Warranties

All windows, doors, and accessories are covered under the manufacturer's warranty applicable to the products ordered. Warranty terms vary by manufacturer.

Warranty Exclusions

Warranties do not cover damage caused by vandalism, misuse, neglect, fire, flood, severe weather, or other acts of God.

FlexScreen® Warranty

FlexScreen® products are warranted directly by **FlexScreen LLC** and must be registered at **www.flexscreen.com** within **60 days of installation**.

- Lifetime warranty for the original homeowner
- No charge for replacement screens due to defects or damage
- Homeowner is responsible only for shipping and handling
- FlexScreen® are used in all painted exterior windows