

Terms & Conditions

By accepting an estimate, authorizing work to begin, or making payment, the customer agrees to the following Terms & Conditions.

1. Estimates

All estimates are valid for 30 days unless otherwise stated. Material pricing and product availability are subject to change without notice after the estimate expires.

2. Authorization

Acceptance of an estimate, verbal approval, email, text message, electronic approval, or other authorization gives All Star Overhead Door permission to perform the requested work and purchase necessary materials.

3. Deposits

A deposit of up to 50% may be required for custom, commercial, special-order, or non-stock materials. Deposits become non-refundable once materials have been ordered.

4. Payment

Payment is due immediately upon completion of work unless prior written arrangements have been made. Accepted payment methods include cash, check, and approved electronic payments.

5. Credit Card Payments

Credit card payments may be subject to a processing fee where permitted by law. Any applicable fee will be disclosed before payment is processed.

6. Returned Payments

Returned checks or declined electronic payments may be subject to bank fees, service charges, and collection costs.

7. Late Payments

Past-due accounts may accrue interest at the maximum rate permitted by Oklahoma law. Customers are responsible for reasonable collection costs, court costs, and attorney fees where permitted by law.

8. Mechanic's and Materialman's Lien Rights

Failure to pay for labor, materials, equipment, or services may result in All Star Overhead Door exercising rights available under Oklahoma law, including filing a mechanic's or materialman's lien when applicable and after all legal requirements have been satisfied.

9. Service Call Charges

Service call fees cover technician travel, diagnosis, and inspection. Repairs, replacement parts, and additional labor are billed separately unless included in the estimate.

10. Dispatch and Cancellation

If a technician has been dispatched and the appointment is canceled or service is refused after arrival, the applicable dispatch or trip charge remains due.

11. Scheduling

Installation dates and service appointments are estimates only. Delays caused by weather, supplier shortages, shipping delays, manufacturer backorders, or circumstances beyond our control do not constitute a breach of contract.

12. Customer Delays

If installation is postponed by the customer for more than 30 days after materials arrive, All Star Overhead Door may charge reasonable storage fees and adjust pricing if material costs have increased.

13. Existing Conditions

All Star Overhead Door is not responsible for hidden or pre-existing conditions, including rotten wood, damaged framing, foundation movement, inadequate backing, electrical deficiencies, structural defects, or code violations discovered during the work.

14. Additional Work

Work outside the original scope of the estimate will be quoted separately whenever reasonably possible and requires customer approval before completion.

15. Customer Responsibilities

The customer agrees to provide safe access to the work area, adequate electrical service when required, removal of vehicles and personal belongings that interfere with the work, and a safe working environment for technicians.

Additional labor caused by blocked access, unsafe conditions, or customer delays may result in additional charges.

16. Right to Refuse Unsafe Work

All Star Overhead Door may refuse work that is unsafe, violates applicable building codes, or creates an unreasonable risk to technicians or property.

17. Customer-Supplied Materials

All Star Overhead Door does not provide a warranty on customer-supplied doors, openers, parts, or hardware. We are not responsible for compatibility problems, product failures, or manufacturer defects involving customer-supplied materials.

18. Workmanship Warranty

Unless otherwise stated in writing, All Star Overhead Door warrants its workmanship for one year from the date of installation.

19. Manufacturer Warranty

Products and equipment are covered only by the applicable manufacturer's warranty. Manufacturer warranty terms vary by product and manufacturer.

20. Warranty Exclusions

The workmanship warranty does not cover:

- Normal wear and tear
- Lack of maintenance
- Vehicle impact

- Abuse or misuse
- Vandalism
- Acts of God
- Wind, hail, lightning, flooding, fire, or storm damage
- Electrical surges
- Animal or insect damage
- Alterations, adjustments, or repairs performed by others

21. Routine Maintenance

Garage doors and openers require periodic maintenance, lubrication, inspection, and adjustment. Failure to perform recommended maintenance may affect warranty coverage.

22. Manufacturer Variations

Slight variations in paint, stain, wood grain, embossing, texture, glass, hardware, or finish are normal manufacturing differences and are not considered defects.

23. Garage Door Safety

Garage doors contain high-tension springs, cables, and moving components that can cause serious injury or death. Customers should not attempt repairs or adjustments involving springs, cables, tracks, or other hazardous components.

24. Photography

The customer grants All Star Overhead Door permission to photograph completed work for warranty documentation, training, and marketing purposes. Customer names, personal information, and specific addresses will not be published without permission.

25. Permits and Code Compliance

Unless specifically included in the estimate, permits, engineering, inspections, HOA approvals, and code upgrades are not included in the quoted price and remain the customer's responsibility.

26. Limitation of Liability

To the fullest extent permitted by law, All Star Overhead Door's liability shall not exceed the amount paid by the customer for the specific work performed.

All Star Overhead Door shall not be liable for indirect, incidental, special, or consequential damages, including loss of use, loss of profits, business interruption, or damage to personal property, except where required by law.

27. Force Majeure

All Star Overhead Door is not responsible for delays or failure to perform caused by events beyond its reasonable control, including severe weather, natural disasters, labor shortages, material shortages, transportation delays, government actions, or utility outages.

28. Governing Law

These Terms & Conditions shall be governed by the laws of the State of Oklahoma.

29. Entire Agreement

These Terms & Conditions, together with any estimate, proposal, invoice, work order, or written change order, constitute the complete agreement between the parties and replace prior verbal or written agreements concerning the work.

30. Acceptance

Acceptance of an estimate, invoice, work order, electronic approval, verbal authorization, text message authorization, email authorization, payment, or allowing work to begin constitutes acceptance of these Terms & Conditions.

31. Spray Foam Insulation

If spray foam insulation is applied to or around the garage door, door frame, tracks, jambs, header, operator, or related components after installation, the All Star Overhead Door workmanship warranty may be modified, limited, or voided if the spray foam affects the operation, alignment, balance, structural integrity, safety, or serviceability of the garage door system.

Spray foam may expand and place pressure on door components, alter required clearances, restrict normal movement, interfere with safety systems, or make future service and repairs more difficult.

All Star Overhead Door is not responsible for damage, operational problems, safety issues, or additional labor caused by spray foam insulation installed by another person or company.

Any repairs, adjustments, removal, or additional service required because of spray foam insulation will be considered billable work and will not be covered under the workmanship or manufacturer warranty.

Customers should notify All Star Overhead Door before spray foam insulation is installed so proper clearances and operating requirements can be discussed. Failure to notify All Star Overhead Door may result in limited or denied warranty coverage.

Privacy Policy

Effective Date: July 16, 2026

At All Star Overhead Door, we respect your privacy and are committed to protecting the personal information you provide. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, request services, or communicate with us.

1. Information We Collect

We may collect the following types of information:

Personal Information

- Name
- Address
- Email address
- Phone number
- Billing and payment information
- Service address
- Information you provide through contact forms, emails, text messages, or phone calls

Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Date and time of your visit
- Referring website
- General location based on IP address

2. How We Use Your Information

We use your information to:

- Provide estimates and services
- Schedule appointments
- Process payments
- Respond to customer inquiries
- Send appointment reminders
- Provide customer support
- Improve our website and services
- Maintain business records
- Comply with legal obligations
- Prevent fraud and unauthorized activity

3. Text Messages & Email Communications

If you provide your phone number or email address, you consent to receive communications regarding:

- Appointment confirmations
- Appointment reminders
- Service updates
- Estimates and invoices
- Warranty information
- Customer support

You may opt out of promotional emails at any time by following the unsubscribe instructions included in the email. You may opt out of text messaging by replying STOP, subject to applicable messaging services.

4. Payment Information

Payments are processed using secure third-party payment processors. All Star Overhead Door does not store complete credit card numbers on its own systems.

5. Sharing Your Information

We do not sell, rent, or trade your personal information.

We may share information only with:

- Payment processors
- Scheduling or customer management software providers
- Manufacturers for warranty claims
- Service providers assisting in business operations
- Government agencies when required by law
- Law enforcement when legally required

6. Cookies & Analytics

Our website may use cookies and similar technologies to improve your browsing experience and analyze website traffic.

We may also use third-party analytics services, such as Google Analytics, to understand how visitors use our website.

You may disable cookies through your browser settings, although some website features may not function properly.

7. Data Security

We take reasonable administrative, technical, and physical measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

8. Data Retention

We retain personal information only as long as reasonably necessary to provide services, comply with legal obligations, resolve disputes, enforce agreements, and maintain business records.

9. Children's Privacy

Our services are not directed toward children under the age of 13, and we do not knowingly collect personal information from children.

10. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

11. Your Privacy Rights

Depending on your state of residence and applicable law, you may have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request deletion of certain personal information.
- Request information regarding how your personal information is used.

To make a request, please contact us using the information below.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any revisions will be posted on this page with an updated effective date.

13. Contact Us

If you have questions regarding this Privacy Policy or your personal information, please contact:

All Star Overhead Door

Website: www.allstaroverheaddoors.com

Phone: (405) 830-2399

Email: allstardoorguys@gmail.com