

## TERMS AND CONDITIONS

### Terms and Conditions Agreement

The hereby document is inclusive of all service(s), payment, warranty, and liability agreement. Upon evaluation and review, a signature from the Client is required before receiving parts or services from Armored Knights Locksmith, unless agreed or authorized upon otherwise. No authorization from exemption of agreement can be made without consent from management. All oral or written representations other than those contained herein and in the estimate are null and void.

### SERVICE(S)

All work is to be completed in a timely and efficient manner according to estimate submitted by Armored Knights Locksmith and signed by client.

All services to be rendered will be scheduled according to availability. Client agrees that no services will be provided in extreme weather conditions that may risk the quality of work being provided or the safety of clients/employees.

Work done within the guaranteed warranty will be completed within business hours 9AM-5PM Mon-Fri

### PAYMENT/BILLING (FEE STRUCTURE)

All services received by the client must be paid in full upon completion of work. All materials are property of Armored Knights Locksmith, until paid in full. Authorization of payment to be completed at a future date must be approved by a member of management. Final work will be evaluated by Client for approval.

Payments are accepted in the form of check, credit/debit card or cash. Money orders are not accepted as a form of payment.

For estimates/quotes for jobs over \$500.00 USD a 50% deposit is required prior to the job.

Clients requesting deferred billing are required to make payment at the time of completion for the first scope of requested services. Clients requesting deferred billing must communicate with a member of management for approval.

Per the terms of vendor/client billing agreement, if payment is past due there is an automatic 5% late fee per month after 60 days without payment in full.

In the event a Client fails to make timely payment for services, the Client agrees to pay all of Armored Knights Locksmith's court costs and reasonable attorney fees incurred for collection of outstanding amounts due. In the event of litigation, Client consents to jurisdiction and venue at the local court system as applicable within the Walla Walla county.

### WARRANTY/LIABILITY

All new hardware, labor, and work completed by Armored knights Locksmith is guaranteed for 365 days from the date of installation except for malfunctions due to abuse, vandalism and or other circumstances beyond company control. No warranty is provided for repairs on existing parts, tampered work or work performed by another locksmith.

No warranty is provided on parts, hardware or products purchased from external source others than Armored Knights Locksmith.

No warranty is provided on parts, hardware, or labor that is affected due to weather conditions.

Door closers are warrantied for 90 days. This does not include adjustments that will need to be made during weather change.

Custom Work (Inclusive of welding, framing, door installation) – Work completed by Armored knights Locksmith is guaranteed for 90 days from the date of installation for all custom work. Modifications on existing material is not covered under liability by Armored Knights Locksmith. Any material or labor exposed to extreme weather conditions, vandalism, or abuse will not be covered under warranty.

#### CANCELATION POLICY

Cancellation of service within city limits is appreciated before the representative leaves for service. If the representative is en route out of city limits, and service is canceled while en route customer is liable for all travel time. Example: customer cancels service after requesting a service call 1 hour out of town. The rate of this job would be 125 per hour of travel time + labor included. If the customer cancels after the representative had spent 55 minutes traveling we could not charge them for the agreed upon labor or the full charge of the service fee, but they are still liable for the distance traveled until that point and the return. They customer in this circumstance would be liable for 225 dollars (1.8 hours × 125 per hour) for the late cancellation. If the payment was provided up front, any and all adjustments can be made during regular business hours Monday through Thursday 9am-6pm and Friday 9am-3pm.