



Proposal - Summary

Quote Number: 18325308

Quote Name: Angela Mattern - 5407 Eastern Shore Dr, Greensboro

Project Name: Angela Mattern - 5407 Eastern Shore Dr, Greensboro

Sales Rep Name: Juchatz, Brad

Sales Rep Phone: 336-500-7267

Sales Rep Email: Bjuchatz@pelladirect.com

Sales Rep Fax:

Phone Number:

Fax Number:

Quote Information

Customer Name: Angela Mattern

Primary Phone: (336) 5086850

Fax Number:

Mobile Phone:

Customer Number: 1011610142

Contact Name:

Great Plains #: 1007878610

Quoted Date: 6/19/2024

Order Type: Installed Sales

Customer Account: 1007878610

Line #	Qty	Rough Opening	Description	Location	Item Price	Ext'd Price
10	4		Lifestyle, Casement, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Garage	\$5,381.01	\$21,524.04
15	1		Pella 250 Series, Multi Bi Fold Door, Outswing BiFold, 3L-OR, Black	Front Folding door	\$20,887.11	\$20,887.11
20	1		Pella® Reserve, , Traditional Double Outswing Door, Active / Passive, Black	Kitchen door	\$11,749.53	\$11,749.53
25	1		Lifestyle, Casement Left, Without HGP, Black	Upstairs bathroom	\$1,919.48	\$1,919.48
30	8		GL17 - 4-5/8 OVERALL 1/16 STACKABLE (100)	None Assigned	\$13.24	\$105.92
35	1		WME 43 - Disposal Fee	None Assigned	\$154.00	\$154.00
45	1		WME 54 - Fuel Surcharge 2	None Assigned	\$150.00	\$150.00
50	1		WME 40 - Order Verification / Mgt Fee	None Assigned	\$275.00	\$275.00
55	9		TAPE 03 - OSI Gun Foam - 21.1 oz - Single Can	None Assigned	\$36.83	\$331.47
60	1		WME 72 - Three Panel Door (Dbl w/ 2 SLs)	None Assigned	\$1,522.00	\$1,522.00
65	5		WME 27 - Add for 2nd Floor Full Frame	None Assigned	\$70.00	\$350.00
70	20		WME 22 - Installation up to 4 FT Wide 1st Floor	None Assigned	\$605.00	\$12,100.00
75	24		CIK-008 - OSI Quad Max Caulk-Black #003	None Assigned	\$19.86	\$476.64
80	2		24" wide Aluminum Coil, Length: 600, Black	None Assigned	\$569.41	\$1,138.82
85	4		01HM0000 - Pella 3" Pella Installation Tape, 150 ft	None Assigned	\$87.63	\$350.52

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

<u>Line #</u>	<u>Qty</u>	<u>Rough Opening</u>	<u>Description</u>	<u>Location</u>	<u>Item Price</u>	<u>Ext'd Price</u>
90	6		0BLTMB03 - Pella Wood Patio Door Keyed-Alike Cylinder	None Assigned	\$32.67	\$196.02
100	1		Lifestyle, Inswing Door, Left, Without HGP, Black	Master bedroom	\$3,813.83	\$3,813.83
105	3		Lifestyle, Casement Left, Without HGP, Black	Master bedroom	\$2,257.64	\$6,772.92
110	4		Impervia, Direct Set, Fixed Frame Arch Head, Black	Master bedroom trans	\$2,912.15	\$11,648.60
115	1		Lifestyle, Direct Set, Lifestyle, Direct Set, Without HGP, Black	Kit/Keeping Room	\$3,713.04	\$3,713.04
120	2		Impervia, Direct Set, Fixed Frame Arch Head, Black	Kit/Keeping Trans	\$4,090.60	\$8,181.20
125	1		Lifestyle, Casement Left, Without HGP, Black	Kitchen	\$2,257.64	\$2,257.64
130	1		Lifestyle, Casement Right, Without HGP, Black	Kitchen	\$2,257.64	\$2,257.64
135	2		Impervia, Direct Set, Fixed Frame Arch Head, Black	Kitchen trans	\$2,912.15	\$5,824.30
165	1		Lifestyle, Inswing Door, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Art studio	\$6,912.04	\$6,912.04
170	1		Lifestyle, Inswing Door, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Chris' office	\$7,428.10	\$7,428.10
185	2		Lifestyle, Casement, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Windows Chris' side	\$4,859.51	\$9,719.02
190	1		Lifestyle, Double Inswing Door, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Patrick's door	\$10,633.16	\$10,633.16
195	2		Lifestyle, Casement, Lifestyle, Direct Set Fixed Frame Arch Head, Without HGP, Black	Windows Art studio	\$4,859.51	\$9,719.02
210	1		Lifestyle, Double Sliding Door, Contemporary, , Vent Right / Fixed, Without HGP, Black	3rd floor sliding	\$4,698.69	\$4,698.69
245	3		WME 21 - Installation up to 6 FT Wide 1st Floor	None Assigned	\$770.00	\$2,310.00
260	3		WME 71 - Double Door (Single wi/ 2 SL)	None Assigned	\$1,312.00	\$3,936.00
265	5		WME 70 - Single Door (Non-Entry Door)	None Assigned	\$892.50	\$4,462.50
275	2		058F0000 - Pella Hinged Door SmartKey, Key Lock, Matte Black/ORB Faced	None Assigned	\$44.10	\$88.20
285	2		WAU 001 - Waudena Entrance Systems - Prompt for Price	Garage Man Doors	\$2,940.19	\$5,880.38

** Indicates pricing for line is not complete. The product must be approved by Pella before final pricing will be calculated.

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

Note: These totals DO NOT include tax

Order Totals	
Taxable Subtotal	\$158,227.33
Sales Tax @ 0%	\$0.00
Non-taxable Subtotal	\$25,259.50
Total	\$183,486.83
Deposit Received	\$0.00
Amount Due	\$183,486.83

Thank You For Your Interest In Pella® Products

TERMS & CONDITIONS:

**Pella Window & Door Replacement
SALES AND INSTALLATION AGREEMENT**

These Terms and Conditions: shall apply to and are part of the Contract, and any reference to "Contract" herein shall include these Terms and Conditions. The term "Customer" shall refer to the Customer signing the Contract and "PWD" to Pella Carolina Inc. d/b/a Pella Window & Door Company. PWD is an independently owned and operated member of the Pella Direct Sales Network that sells and installs products manufactured by Pella ® Corporation and other manufacturers (collectively "Products").

ARTICLE 1-SCOPE OF THE WORK: PWD agrees to provide the Products and/or services described in the Contract. If the Customer provides plans, designs, specifications and/or drawings (collectively, the "Plans") they are incorporated by reference into this Contract. Under no circumstance shall PWD be responsible for errors in the Plans furnished by the Customer or their agent or for defects caused thereby. For Customers purchasing Products but not having PWD install them, it is the Customer's sole responsibility to provide PWD with the exact size required to manufacture each item and not to just provide a rough opening measurement to PWD. Customer acknowledges they are purchasing custom manufactured or specially constructed goods, and except as stated in Article 20, once Customer has signed this Contract, the Products included in the Contract are Non-Returnable, Non- Refundable, and Not Subject to Cancellation or Change.

ARTICLE 2-PRICE AND PAYMENT TERMS: The Customer agrees to pay PWD the amount set in the Contract. **If the Customer is purchasing Products only from PWD (PWD is not installing the Products), fifty percent (50%) of the sales price is due and payable at the time the Customer signs the Contract, and remaining amount of the sales prices is due and payable in full immediately before delivery of the Products. If the Customer is purchasing Products and having them installed by PWD, fifty percent (50%) of the sales price is due and payable at the time the Customer signs the Contract, the remaining (50%) of the balance is due at the time of the Installation scheduling call.**

(Initials) _____

Should Customer notify PWD of Customer's intent to refuse delivery in advance of such delivery, PWD may withhold delivery, but payment shall remain due and full as of the date of PWD's receipt of such notification. If the Customer fails to pay all amounts when due, the Customer agrees to pay a finance charge on the unpaid balance of 1½% per month, equal to an ANNUAL PERCENTAGE RATE of 18%. The finance charge shall begin to accrue on unpaid amounts on the thirtieth (30th) day from the payment due date on the Customer's invoice. Subject to Article 20, Customer shall forfeit any deposit made if they cancel the Contract four (4) or more days after they sign it.

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

ARTICLE 3-SUBSTITUTIONS: PWD may request to substitute material, equipment, components, or products listed in this Contract if the originally specified item becomes unavailable or impractical to procure to include costs considerations in obtaining materials. The proposed substitute shall be of similar quality. Prior to furnishing a proposed substitute, PWD shall obtain Customer's approval through the Change Order procedure described herein, which approval shall not be unreasonably withheld.

ARTICLE 4-PRODUCTS: Customer agrees and acknowledges that there may be deviations, differences, and variances in tone, gradation, shading, density, color and design from those depicted samples or marketing materials presented to Customer prior to signing this Contract, and that such variations shall not constitute a breach of warranty nor a breach of this contract by PWD, Pella® Corporation, or other Product manufacturer, nor shall such variations give Customer any right to deduct or offset any portion of the Contract price. The Customer affirms having had an ample opportunity to examine and inspect models or samples of the goods to the extent that Customer desires to do so, and Customer affirms that the choice to purchase the specific type or model of Products described in this Agreement was made by Customer.

ARTICLE 5-CODE COMPLIANCE: Building and Municipal Code and Regulation compliance is the sole responsibility of the Customer, and/or the Customers' agents. Under no circumstance will PWD be responsible for non-compliance or unsuitability of the products under local codes, ordinances, laws, and regulations.

ARTICLE 6-FINISHING: Finishing instructions pertaining to Pella® products are found at www.pella.com. Finishing is the sole responsibility of the Customer unless specified in the Contract as a responsibility of PWD.

ARTICLE 7-INSTALLATION: If specified in this Contract, PWD will perform installation work, but does not agree to supervise or guarantee the installation work of others specified on scope of work by PWD. PWD expressly assumes no liability for damages resulting from glazing, demolition, or installation work undertaken by those not employed by PWD.

ARTICLE 8-CHANGES ORDERS: All products are Non-Returnable and Not Subject to Cancellation or Change. Should the Customer, or Customer's agent, request any additions to the Products covered by this Contract, to include installation, the Customer and PWD shall, in advance of such addition, execute a written Change Order in a form to be provided by PWD, which will memorialize the parties' agreement regarding the changes to be made in this Contract, including any changes to the Contract Price.

ARTICLE 9-WARRANTY: Pella® products are covered by the "Pella Warranty" in effect at the time of sale. All applicable Product warranties are incorporated by reference into and become a part of this Contract. A copy of the Pella Warranty and detailed information about it, along with information concerning the Customer's limitations on their remedies, can be obtained at www.pella.com. Please see the warranties and the limitations on remedies for complete details. Neither Pella Corporation nor PWD will be bound by any other warranty. Warranties pertaining to Products manufactured by any other manufacturer besides Pella® are provided by that manufacturer and no other, and neither Pella nor PWD have any liability for such warranties. Should PWD elect to replace any product or part thereof referred to in this Contract, whether as the result of an alleged breach of warranty or otherwise, the replacement product or part will be a comparable or suitable substitute if a like unit is not readily and reasonably available. The warranty period on the replacement product or part will be the balance of the warranty on the original product purchased. PWD will not warranty or provide service to any Products identified in this Contract if all Products have not been paid for in full.

ARTICLE 10-LIMITATIONS OF REMEDIES: THE EXCLUSIVE REMEDY OF THE PURCHASER, CUSTOMER, OR USER, AND THE SOLE LIABILITY OF PELLA, ITS SUBSIDIARIES AND SELLER (PWD) FOR ANY AND ALL CLAIMS, LOSSES, INJURIES OR DAMAGES (INCLUDING CLAIMS BASED ON BREACH OF WARRANTY, CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR OTHERWISE) RESULTING FROM THE SALE, INSTALLATION OR USE OF THESE PRODUCTS, SHALL BE, AT THE OPTION OF PELLA, THE REPAIR OR REPLACEMENT OF THE PRODUCT OR COMPONENT OR THE RETURN OF THE ORIGINAL PURCHASE PRICE OF THE PRODUCT, AS PROVIDED HEREIN. IN NO EVENT SHALL THE LIABILITY OF PELLA OR SELLER (PWD) EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS OF REMEDIES ARE FOR ALL PRODUCTS REGARDLESS OF MANUFACTURER. See applicable Pella® Product warranty at www.pella.com for additional information as well as the respective website for any other manufacturer.

ARTICLE 11-DELIVERY: If PWD has agreed in the Contract to transport goods to the "Ship To" address on the Contract, PWD agrees to unload Products from the tailgate to an easily accessible location. PWD shall make every effort to deliver the Products in a timely manner but does NOT guarantee delivery by any specific date or specific time. Customer shall provide PWD with all reasonable access to the property on the scheduled delivery date between the hours of 7 a.m. and 7 p.m. and shall provide shelter, dunnage, tarps, or other items the Customer deems necessary for the storage and security of the Products delivered. Customer shall inspect all Products immediately upon delivery and notify PWD within three (3) business days of any alleged defective or non-complying Products, fully specifying any and all suspected defects or discrepancies in writing. If PWD is not so notified within this time period, all such Products shall be deemed to be satisfactory and shall constitute final and irrevocable acceptance of the Products and that they are in compliance with this Contract. PWD accepts no responsibility for missing or damaged products when the Customer does not sign for the Products. Customer disclaims all liabilities for consequential or incidental damages due to the Product's delivery.

ARTICLE 12-CUSTOMER'S FAILURE TO ACCEPT DELIVERY: Should Customer notify PWD of Customer's intent to refuse delivery in advance of such delivery, PWD may withhold delivery, but payment shall remain due and full as of the date of PWD's receipt of such notification. The Customer is obligated to accept delivery of the Products within thirty (30) days of any delivery or need date specified in the Contract. Upon Customer's failure to accept delivery as described in this Article, PWD, in its sole discretion, and without waiving any of its rights or remedies, may elect to (i) deliver the Products to the location designated in the Contract without being liable to Customer for trespass or (ii) deliver the Products to

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

an alternate location of close proximity provided in writing by Customer to PWD. A customer's failure to allow delivery described in (i) or (ii) shall be deemed default. Notwithstanding the foregoing, the Customer shall be deemed in default of the Contract following the expiration of thirty (30) days following PWD's written request to Customer requiring they accept delivery of the Products. Customer agrees PWD may charge a reasonable fee for the Products' storage if Customer fails to accept delivery as described in this Contract. Customer shall be liable to PWD for the full Contract price plus any storage costs due to their failure to accept deliver as described in this contract.

ARTICLE 13- FORCE MAJEURE AND DELAYS: PWD shall not be responsible for any delays in shipments caused by force majeure, weather, natural disasters, delays created by suppliers, transportation services, pandemics, material shortages, labor shortages or labor disputes, or due to any other circumstances beyond PWD's control. PWD shall not, in any event, be responsible for delays not foreseen by PWD or beyond the control of PWD or both. The Customer understands and agrees that PWD sources the products described in the Contract from Pella® Corporation and other manufacturers, and that circumstances beyond PWD's control can occur that affect the Products' delivery or need date stated in the Contract. In such an event, PWD agrees to give prompt notice of a change in the delivery or need date to the Customer and the Customer shall provide PWD with an equitable adjustment to the delivery date specified in the Contract. PWD agrees to take reasonable measures to decrease the change's impact on the project schedule, but under no circumstance shall PWD be declared in default of the Contract for said delay or be liable to Customer or others for damages of any nature.

ARTICLE 14-CUSTOMER'S DEFAULT: The Customer shall be in default of the Contract if: (i) they fail to immediately pay any amount then due and payable; (ii) any of Customer's payment is returned to PWD for any reason; (iii) Customer misrepresents information on any credit application; (iv) the adjudication of the Customer to be bankrupt; (v) the filing by the Customer of a voluntary petition in bankruptcy or other similar proceedings; (vi) the making by the Customer of a general assignment for the benefit of their creditors; (vii) the appointment of a receiver of the Customer's interests in the project site; (viii) any involuntary proceedings instituted against the Customer under any bankruptcy or similar laws, unless such is dismissed or stayed within sixty (60) days thereafter; (ix) if the Customer is an individual or if the Customer is controlled by a single individual, the death or incapacity of such individual; (x) the filing of a voluntary petition in bankruptcy or other similar proceeding by any Guarantor of Customer's obligations hereunder, or if such Guarantor is an individual or controlled by a single individual, the death or incapacity of such individual; and /or (xi) Customer breaches any Article under this Contract. Upon the occurrence of a default, PWD shall have the right to recover from the Customer or any Guarantor all damages caused by the default and to pursue all available rights and remedies at law or equity. Customer acknowledges it is difficult, if not impossible or commercially practicable, for PWD to mitigate its damage since they are buying custom manufactured or specially constructed goods.

ARTICLE 15-SECURITY AGREEMENT: Nothing in the Contract shall be deemed a waiver of PWD's right to file a claim of lien under applicable state or local laws. Customer grants PWD a security interest in the products and/or services described to secure payment of the Contract price and any other costs allowed by law. If PWD exercises its right and a lien is filed, a judgment of foreclosure based upon the lien may be entered against the property along with other relief available to PWD.

ARTICLE 16- PERSONAL GUARANTY: Any individual signing the Contract as a Guarantor or who has signed a Credit Authorization and Personal Guaranty, or who has signed both, shall be jointly and severally liable for all of Customer's payment obligations to PWD to include the payment of Customer's attorneys' fees obligations. The guaranty is one of payment and not of collection.

ARTICLE 17-COLLECTION: In the event that any portion of the Contract price is not paid when due, PWD shall be entitled to refer the account to an attorney for collection, in which event the Customer shall be liable for the payment of the Contract balance, together with PWD's costs of collection, to include reasonable attorneys' fees and costs, and other damages as permitted by law and equity.

ARTICLE 18-: CHOICE OF LAW, JURISDICTION, AND VENUE: The Contract shall be construed and interpreted in accordance with the laws of the State of North Carolina applicable to agreements made and to be performed in said state. Any and all claims, controversies, and causes of action arising out of or relating to this Contract whether sounding in contract, tort, or statute, shall be governed by the substantive and procedural laws of the State of North Carolina, including its statutes of limitations, without giving effect to any conflict-of-laws rules that would result in the application of the laws of a different jurisdiction. In the event a dispute is not arbitrated pursuant to the terms of the applicable Pella® Corporation warranty, the parties hereto irrevocably (a) consent to the exclusive jurisdiction and venue of the state and federal courts in the State of North Carolina in connection with any matter based upon or arising out of this Agreement with sole and exclusive venue in Guilford County, North Carolina unless the transaction involves a consumer Customer; (b) waive any objection to such jurisdiction or venue; and (c) agree not to commence any legal proceedings related to any matter based upon or arising out of this Contract except in such courts. In any judicial proceeding or arbitration between the parties hereto regarding the terms or performance of the Contract, the prevailing party shall be entitled to receive its costs and expenses incurred in connection with such proceeding, including reasonable attorneys' fees.

ARTICLE 19- NOTICES: Save and except the requirements in Article 20 and invoices, all written notices required under this Contract shall be deemed to have been duly given if delivered personally to the proper party; sent by certified mail, return receipt requested; sent by a recognized overnight delivery service, recipient's signature required to the party's address reflected on the Contract. Each such notice, demand or request shall be deemed to have been received upon the earlier of the actual receipt or refusal by the addressee or three (3) business days after deposit thereof at any main or branch United States post office or deposited with a recognized overnight delivery service.

ARTICLE 20-COMplete AND FINAL CONTRACT: The Contract, to include any written addendums, contains the entire understanding of the parties concerning the subject matter hereof and supersedes all previous understandings relating thereto, whether oral or written, and shall be binding upon and shall be applied to the benefit of the heirs, administrators, executors, successors, and assigns of the parties hereto. No statement, representation, or agreement, written or verbal, not appearing on the Contract shall be enforceable, except for Change Orders prepared on a form furnished by PWD and signed by PWD and Customer or their duly authorized agents in accordance with Article 10 herein.

ARTICLE 21-SEVERABILITY: If any one or more of the provisions of the Contract shall be held to be invalid, illegal or unenforceable, the validity, legality, and enforceability of the remaining provisions of the Contract shall not be affected.

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

ARTICLE 22--: ADDITIONAL TERMS AND CONDITIONS FOR REPLACEMENT AND REMODEL SALE

- a. Customer agrees that Pella® Corporation, PWD, and their contractors are not responsible for wood rot or insect damage found during installation work, either latent or visible. Any such damage is the Customer's responsibility. Pella® Corporation and PWD shall not be responsible for out of square or out of plumb walls in existing structures. PWD will make every effort to install new window and door units as close to square, plumb, and level that conditions allow. In the event problems arise with Pella® Corporation products or PWD services, Pella® Corporation and PWD reserve the right to service and/or repair products before replacing them. Customer agrees that service issues are not reasonable cause to withhold any payment. While Pella® Corporation offers a wide range of colors, color selection is the Customer's responsibility. As such, neither Pella® Corporation nor PWD will not provide refunds or exchanges if the customer is not happy with their selection. Some minor variation in actual color, as compared to samples, is normal and to be expected.
- b. For all homes built prior to 1978, regulations require that all openings are tested inside and outside for lead paint; or otherwise assume that lead paint is present. PWD will perform this test if we are contracted to perform the installation. It is necessary to cut into the painted surface to perform this test. This process causes staining in the area being tested. Neither Pella® Corporation nor PWD is responsible for repairing the cut or stain resulting from the required test procedure. If PWD is installing products and lead paint is found, the work site must conform to government regulations pertaining to proper isolation, handling, and cleaning of the contaminated area. Customer states that home was built in _____
- c. With specific regard to stucco, E.I.F.S. (synthetic stucco), tile, wallpaper, plaster, flashing, molding, trim, and other structural and decorative materials, PWD and our contractors will make every effort to ensure that care is taken to minimize damage due to removal and installation work; however it is possible that these items and others may be damaged. Customers will be responsible for the repair of these items. Neither Pella® Corporation nor PWD is responsible for damage to Pella® products or other products caused by moisture problems in structures regardless of exterior or interior cladding.
- d. Neither Pella® Corporation nor PWD can guarantee that existing window or door treatments, such as, but not limited to, blinds, shutters, shades, storm doors, and storm windows, will fit the new windows or doors. Removal & reinstallation of interior treatments such as blinds, shades, drapes, valences, and shutters are the Customer's responsibility. During the replacement and installation of window and door units, the trim and treatments may not fit back in exactly the same location. There may be visible lines around paint, caulk, wallpaper, tile, etc., that require work. This work is the responsibility of the Customer. Neither Pella® Corporation nor PWD is a licensed security company, and therefore cannot detach or reattach security system hardware or guarantee that the existing security system is compatible with our products. The Customer is solely responsible for detaching and reinstalling all security systems.

ARTICLE 23- CUSTOMER'S AUTHORITY TO SIGN CONTRACT: Customer represents and warrants that they own the Property, and if they do not own the Property, they represent and warrant they are duly authorized by the owner of the Property to enter into and sign this Contract. If Customer is a legal entity, the signatory on Customer's behalf represents and warrants they are duly authorized by the Customer to enter into and sign this Contract and that all necessary measures by the Customer have been taken to authorize the transaction. If the Customer does not own the Property, the owner's name and address is as follows:

CONTRACT SUMMARY:

- Remove existing windows/door units and install Pella Units.
- Fully insulate and seal around window/door units. (When applicable) _____ initial if not applicable
- Clean and haul away all job-related debris within 24 hours of completion of the job and deliver the jobsite in neat and clean condition.
- Complete all work in a professional workmanlike manner.
- **We are not responsible for concealed structural deficiencies (see Article 22).**
- Retrofit products may have less glass area than the original unit.
- Painting/staining of all windows, doors, interior & exterior trim is the responsibility of the homeowner, unless they are purchasing pre-finish option.
- Glass cleaning, removal of security systems, existing window treatments, relocation of HVAC vents, electrical & plumbing fixtures or protection of landscaping are the responsibility of the homeowner unless otherwise indicated and a charge is set therefore in this Agreement.
- If drywall/plaster repair is necessary as part of your window replacement, PWD will make the repair, but wall painting is the homeowner's responsibility.
- Customer shall also be responsible for obtaining any condominium and/or community association approvals which may be required prior to PWD placing the order with the manufacturer.
- PWD is not responsible for existing blinds/ Interior shutters fitting/ working with new windows.
- PWD is not responsible for meeting paint lines.
- **All Pella windows and doors must be specially ordered and cannot be returned to the manufacturer by Pella Carolina, nor used for other contracts, because they have been specially ordered for your job.**

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com

APPROXIMATE DATE OF DELIVERY + INSTALLATION

Pella Carolina cannot guarantee an exact date and time of delivery or installation upon contract approval. However, based on the latest data, we can project that delivery and installation of products to take place between _____ weeks upon order placement.

We appreciate your understanding as we work to deliver the best possible customer experience.

Photographs

I hereby authorize Pella Carolina, its affiliates and/or subsidiaries to use, reproduce, and/or publish photographs and/or video that may pertain to me and my project, including materials described below, without compensation. I understand that this material may be used in various communications (e.g., Website, e-newsletters, promotional materials, etc.).

"NOTICE OF CANCELLATION"

(Enter Date of this transaction) _____

If the Contract is made at a location other than a place of business of PWD and Customer is a consumer and is "A HOME SOLICITATION SALE", and the Customer does not want the goods or services, the Customer may cancel the Contract by providing a written cancellation notice to PWD in person, by telegram, or by first class US mail. This notice must indicate that the Customer does not want the goods or services and must be delivered or postmarked before midnight of the THIRD BUSINESS DAY after the Customer signs the Contract. If the Customer cancels the Contract, on or prior to the THIRD BUSINESS DAY, PWD may not keep all or part of any cash down payment. See attached addendum.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, or send a telegram, to Pella Carolina Inc. d/b/a Pella Window and Door at 772 Gallimore Dairy Rd High Point, NC 27265 not later than midnight of _____(date).

I hereby cancel this transaction. _____(date)

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at www.pella.com