



Installation Agreement

Please review and sign the form below to state you agree and comply with the following:

- 1.) If a Service is requested by the homeowner, the Contractor or Distributor needs to address the issue first. If further assistance is needed, a scheduled time to meet with a Patton Aluminum Rep., the Contractor or Distributor and the homeowner is required. All parties can meet and address the issue and go from there.
- 2.) If a leak is caused due to excess leaves or items in the gutter, Patton Aluminum will not be held responsible for cleaning the gutter. The homeowner or contractor will need to clean the gutter. If a leak is caused due to an issue with the cover, the Contractor needs to contact Patton Aluminum and schedule a time to have the issue addressed. If the issue is not related to work that Patton Aluminum has performed service charges may apply.
- 3.) By signing the agreement, you are stating that all necessary permits have been applied for and received and all construction and remodeling prior to Patton Aluminum Products' involvement has been performed and is in compliance with local building codes. **Patton Aluminum is a Manufacturer that provides factory installation and is not a General Contractor, due to this Patton Aluminum does not pull permits, that is the responsibility of the homeowner or contractor.**
- 4.) Patton Aluminum Products does not warrant structural damage due to non-compliant foundations, decks, porches, or any attachment failures there of. Patton Aluminum Products does not warrant Skylights or Custom Paint. **We do not warrant leaks between the attachment point and the cover. We will flash to the best of our ability, but we will not service any leaks at the attachment point.**
- 5.) Patton Aluminum does not do Site Visits for jobs that have not yet been sold. If a Site Visit is required for a difficult job or for training purposes, the Contractor/Seller **MUST** be present on site for the Site Visit.

All installations provided by Patton Aluminum Products apply to the specifications listed above. **Patton Aluminum Products will not start the Install Process until receiving a signed copy of this agreement.**

Distributor/ Contractor/ Home Owner/ _____ Date _____

Signature _____ Date _____

Acknowledgement of Installation Process

1. Quote

Please reach out to a Patton Aluminum Representative with Measurements to receive a Quote for your Project. Pictures and Close to Exact Measurements are helpful! A Patton Aluminum Representative will send a quote to you within 1-3 days.

2. Signed Copy and PO

Once the job is a go, please sign your quote and attach a PO and send it over to Patton Aluminum Products. We will send you a confirmation that we have received your quote and that it will be added to our installation schedule to begin the process.

3. Measure

Measures are typically done in the order that they are received. It can take a week or longer to measure your job, based on the location and how busy we are at the time. Measures are done between the hours of 7:30 am and 4:00 pm, Monday through Friday. We do not need a homeowner or contractor to be there when a measure is done, if someone would like to be there please note that on your order ahead of time to plan a scheduled meeting.

4. Review Measure

After the measurements have been taken as well as pictures, we will revise your quote and send you the updated copy. If changes need to be made, we will reach out to you to go over them. After your quote has been revised per the site visit, we will move forward with the manufacturing process.

5. Manufacturing

Once we have cleared the job with you, the job will then be sent out to the plant for manufacturing. The jobs are done in the order that they are received. The time frame for manufacturing varies with the item ordered, and the time of year. If you are ordering a Patio Cover, this can take anywhere from 1 to 2 weeks for completion. If you are ordering a Window Awning, this can take anywhere from 1 to 3 weeks for completion. Insulated Tops, Rooms and Commercial Jobs can take anywhere from 2 to 10 weeks depending on size, color and other stipulations. If your install includes windows from an outside vendor, which can add more time to manufacture as well. Some of our window vendors can take 3 to 10 weeks. We will order the windows as soon as the sizes are confirmed. We will be in contact with you about how long your item will take, as circumstances can make things vary.

6. Scheduling

We will contact you one week before installation to give you the **TENATIVE** date of install. After manufacturing has been completed, it can take anywhere from 1 to 10 weeks for install. Please keep in mind that the weather does have a major impact on our schedule; one rain day can delay us up to a week or more on current scheduled jobs. We will keep in contact with you if your install date has changed. Feel free to contact us with inquiries about your install date.

7. Installation

Most of our jobs are installed in one day, if any extra time is needed you will be told ahead of time. Our Installers need electric to be made available to them to install your job (this will be discussed at the time of the measure). It should also be noted that the homeowner or contractor needs to let us know where they would like their awning to be installed on the residence. If a homeowner or contractor does not specify where the awning should start and finish, this will be left up to the installer's discretion. We will not be held responsible for moving the awning after installation if the homeowner or contractor is unhappy with the location if no location was originally specified.

Please note that installs can be rescheduled or even cancelled at any time due to unforeseen circumstances. We do our absolute best to keep your installation on track as much as we can. We will always keep you involved on the status of your install, and if something causes us to push back your install date we will inform you. As much as we would like to give exact dates and lead times, things are simply unpredictable.

We recommend that you provide this to the homeowner or person receiving the installation. This is a way for them to also know the status of the installation as well.

Any further questions about installation, please call our office at 937-845-9404.