



## Terms and Conditions

### ***“The Stately Customer Experience”***

*Rev: June 1, 2023*

#### **STATELY WARRANTY**

##### **YOU MUST READ AND UNDERSTAND THIS WARRANTY BEFORE COMPLETING YOUR PURCHASE**

Our warranty is rooted in two basic beliefs:

1. Our customers must receive the products and/or services they purchased, without exception.
2. If a customer does not receive what they purchased, we will ensure they are made whole through one or both of the following methods (and we reserve the sole right to select the method):
  - a. We will correct, improve, repair, deliver, or otherwise provide the products and services that the customer purchased. This is almost always the first and best choice.
  - b. We will provide a refund to the customer commensurate with the shortfalls in the products and/or services they received. This is rare and is only appropriate if we are unable to provide the products and/or services originally paid for.

Our warranty has two sections. The first section is the process that we require our customers follow when receiving products purchased from us for our warranty to remain valid. If something is truly amiss, following this process will allow us to process your warranty claim efficiently and remedy the issue. If this process is not followed, our warranty will be voided except for the aspects that are stated below to specifically survive the product receipt and installation process. The second section contains the terms and conditions of our warranty. Our warranty is written clearly, in plain English, with no legalese. Our warranty is simple, transparent, and mostly common-sense. As such, we do not deviate from our warranty.

#### **REQUIRED PRODUCT RECEIPT PROCESS**

*\*\*This Required Product Receipt section applies if you DO NOT engage Stately Professional Installation.\*\**

*\*\*If you DO engage Stately Professional Installation, we will manage the product receipt process.\*\**

1. Take two (2) clear pictures of each shipping crate that your doors or windows arrived in before opening the crates, each picture from an opposite angle of the crate. This will allow us to easily submit a claim to the shipping company if damage occurred in transit.
2. If you are going to store the metal products for later installation, store the crate under cover, away from exposure to rain or any other sources of water. For wood products, stain or sealant must be applied on all six (6) sides of the door (for non-door wood products, all surfaces must be stained or sealed) within 48 hours of receipt, and the product must be stored in a climate-controlled space.
3. When you are ready to install the products, lay each crate on the ground and remove the front panel of the crate that is facing upward. Take at least one (1) picture that captures the entire door or window to document overall arrival conditions.
4. Examine the door or window while it is still laying in the crate and take clear pictures of any unexpected damage to the door. IF THERE IS UNEXPECTED DAMAGE, STOP NOW AND SUBMIT THE PICTURES TO [SUPPORT@STATELY.COM](mailto:SUPPORT@STATELY.COM) AND CALL YOUR SALES REPRESENTATIVE. DO NOT INSTALL PRODUCTS WITH DAMAGE OR THE WARRANTY WILL BE VOID.

5. With proper assistance from other able-bodied individuals, stand the door or window up in the crate and examine the side the of the door or window that was previously facing downward. Take at least one (1) picture that captures the entire door or window to document overall arrival conditions.
6. Examine the side of the door that was previously facing downward while it is standing in the crate and take clear pictures of any unexpected damage to the door or window. IF THERE IS UNEXPECTED DAMAGE, STOP NOW AND SUBMIT THE PICTURES TO [SUPPORT@STATELY.COM](mailto:SUPPORT@STATELY.COM) AND CALL YOUR SALES REPRESENTATIVE. DO NOT INSTALL PRODUCTS WITH DAMAGE OR THE WARRANTY WILL BE VOID.
7. If the door or window has any unexpected damage, submit all pictures taken in the steps above to [SUPPORT@STATELY.COM](mailto:SUPPORT@STATELY.COM) and call your sales representative to explain the damage. We will review your submission and will contact you with next steps (typically within one business day). Do not install damaged products before speaking with us, as installation voids our warranty.
8. If there is no unexpected damage, go ahead and have your door or window installed by a professional installer with experience installing the type of product you purchased.

#### GENERAL WARRANTY TERMS

- If a valid warranty claim requires that a door or window be repaired or modified in some way by us, we will take that door or window back to our production facility to complete the repair. While the door or window is being repaired, you may request a dunnage door from us at no cost to seal the opening. We will replace the repaired door or window in the opening when the repair work is complete.
- All doors and windows are pre-hung and tested for proper closure prior to shipping. If a door you purchased does not close properly after installation, it is an installation error and is not covered by this warranty. Single iron doors, double iron doors, single wood doors and double wood doors and all windows are all installed very differently from each other, and from other types of building materials. We always suggest that our customers enlist a professional door and window installer for their project.
- We do not provide installation guidance or instructions to customers that choose Customer-managed Installation. Please work with a professional installer with experience installing the products you have purchased.
- We do not provide installation support to customers that choose Customer-managed Installation, and as such, all issues related to door reveal, handling, or damage caused during install will not be covered by our warranty.
- Door measurements are exactly as described in each item's final approved CAD drawing. If you have selected Customer-managed Installation, please ensure that the measurements meet your needs before completing your order. We do not provide refunds or allow returns if a door is manufactured to your approved specifications but is not appropriate for your project. If you select Customer-managed Installation, we suggest enlisting a professional installer to guide you through this process.
- Water intrusion under door thresholds and around door seals due to flooding or weather conditions is unavoidable when such conditions exist and are not covered by this warranty.
- This warranty will not cover damage to products resulting from cleaning using harsh solvents. Never use harsh solvents or cleaning tools to clean your products.
- If you elect to have us store your doors for a period of time prior to delivery or pickup:
  - The first 30 days of storage following the original delivery/pickup date you requested during the sales process are complimentary.
  - After the 30-day complimentary storage period following the original delivery/pickup date you requested, you will be asked to pay a storage fee of \$100 per product per month until the product is delivered or picked up. A "Product" for this fee is defined as any door unit (single or double), window unit, or other discrete item that was purchased by you and is larger than one cubic foot. The storage fee will be pro-rated for any partial months.
  - All warranty-related timelines will begin the day storage commences. We DO NOT provide climate controlled storage, and we will not inspect your products while they are stored with us. If you elect to store products with us, it will be treated as though the product was delivered to you and that you separately contracted with us for temporary storage. As such, you store your products with us at your

own risk, storing products with us does not extend our warranty, and you are 100% responsible for your products while stored with us.

- Any modifications to doors or windows (such as re-railing, re-stiling, hinge modifications, etc.) that are performed by anyone that is not a Stately representative without prior authorization by Stately immediately void all warranties provided by Stately.
- Warranty terms are described below for each door or window type. **Once any product is installed, all cosmetic warranties are void.**
- For the purposes of this warranty, “date of purchase” is defined as the earliest date on which any of the following occur:
  - A deposit is paid to us for a product.
  - A product is purchased from us and paid in full.
  - A sales order is signed by you or on your behalf by a representative that you designate.
  - A made-to-order product is added to our production schedule or ordered by us from a supplier at your request.

#### PRODUCT/SERVICE-SPECIFIC WARRANTY TERMS

- Iron Doors and Windows:
  - **We provide a three-year manufacturing quality warranty from the date of purchase.**
    - Under this warranty, the following are covered for three years from the date of purchase:
      - Overall structural integrity
      - Proper mechanical function
      - Weld integrity
      - Hinge integrity
    - Under this warranty, the following are NOT covered:
      - Damage caused during installation
      - Damage caused by misuse
      - Cracks, scratches, or damage to glass during or after installation
      - Any cosmetic issues
  - **We provide a two-month warranty against glass seal failure from the date of purchase.**
    - Glass seal failure can be identified by clouding or haziness in certain lighting conditions.
    - Glass seal failure can be caused by impact damage to the door or glass pane that breaks the seal around our double-pane glass. Slamming or hitting doors with enough force can cause glass seal failure, and as such, we are only able to warranty glass seal failure for two months after customer receipt of the door. Two months provides sufficient time to identify glass seal issues that originated prior to customer receipt and installation. Glass seal failures identified after two months are assumed to be the results of mistreatment of the door and will not be covered under this warranty.
  - **We provide a warranty against cosmetic defects for 14 days from your receipt of the product or until the time of installation, whichever comes first .**
    - Under this warranty, the following are covered for 14 days you’re your receipt of the product or until installation, whichever comes first:
      - Large scratches or gouges in the door finish that have rusted prior to opening the crate
      - Large scratches or dirt in the glass that are visible when standing ten (10) feet from the door.
      - Flaking of the door finish greater than one-half (1/2) inch in diameter that exposes raw steel and cannot easily be touched up.
    - Under this warranty, the following are NOT covered:
      - Any scratches in the door finish that are not distinguishable when standing ten (10) feet from the door.
      - Any damage caused to the door by water exposure after purchase.

- Damaged caused by improper handling of the door prior to or during installation.
  - Bending of door components or damage to finish resulting from overtightening of screws (always hand-tighten screws and do not use power tools).
- It is common for iron and steel doors and windows to need some level of minor touch up after installation. Your installer should be aware of this and be equipped to apply the appropriate touch up paint to your products after installation. As such, minor nicks and scratches that can be easily touched up are not covered under our warranty.
- If you discover cosmetic damage to your door that is not minor, you must photograph the damage and provide us with a description of the damage in the photographs within 14 days of your receipt of the product and before installing the door as described in the process above. At that point we will review the damage and get in touch with you to discuss next steps. Do not install the door during this period of time. Any damage to a door that is reported to us after installation and without giving us the opportunity to remedy the situation will be assumed to have occurred during the installation process and will not be covered by our warranty.
- Most iron doors are shipped in a crate without the handles installed. The open boreholes leave the spray-foam interior of the door exposed. If water gets inside the door through the borehole before hardware is installed, the subsequent evaporation of that water can cause the door to "sweat" from the inside out, bubbling through the paint and causing cosmetic damage. It is imperative that the doors are not exposed to any amount of water until they are completely assembled.
- All iron and steel doors and windows are hand-finished, and slight variances in color, texture, and finish between doors and samples are not cosmetic defects.
- Sweating doors due to temperature fluctuations is not a defect and is not covered under this warranty. If you live in a climate that experiences significant temperature conditions over time and when moving from outdoors to indoors, please speak with your sales representative about purchasing our "thermally broken" products that are specifically designed for these conditions.
- When raw metal is exposed to water, it will rust. If any part of your iron product finish is damaged and raw metal is exposed to the elements, repair the damage with touch-up paint immediately. We will not be responsible for rusting due to finish damage exposing raw metal after installation.
- Wood Doors and Windows:
  - **We provide a one-year manufacturing quality warranty from the date of purchase.**
    - Under this warranty, the following are covered for one year from the date of purchase:
      - Splitting or cracking on the face of the door that allows light through the door and is distinguishable when standing ten (10) feet from the door
      - Warping of the door in excess of one half (1/2) inch of the plane of the door.
      - Separation of stiles and/or rails.
      - Proper mechanical function
    - Under this warranty, the following are NOT covered:
      - Damage caused during installation.
      - Damage caused by misuse.
      - Cracks, scratches, or damage to glass during or after installation
      - Panel shrinkage and expansion
      - Splitting or cracking of wood caused by the overtightening of screws or bolts.
      - Any warping of doors that are taller than eight (8) feet or wider than four (4) feet.
      - Doors with stiles or rails that are less than four (4) inches wide.
      - Doors without at least two horizontal rails
      - Any cosmetic issues
    - The one-year manufacturing quality warranty will be voided by any of the following:
      - Failure to stain, seal, prime or paint the door on all six sides (including under the hinges) within 48 hours of receipt.
      - Installation of the door in a location with direct exposure to sunlight.

- Installation of the door in a location with direct exposure water, including rain, ocean spray, water feature over splash, etc.
  - Painting or staining a door in a dark color with exposure to indirect sunlight.
  - Direct exposure of the door to water.
- **We provide a two-month warranty against glass seal failure from the date of purchase.**
  - Glass seal failure can be identified by clouding or haziness in certain lighting conditions.
  - Glass seal failure can be caused by impact damage to the door or glass pane that breaks the seal around our double-pane glass. Slamming or hitting doors with enough force can cause glass seal failure, and as such, we are only able to warranty glass seal failure for two months after customer receipt of the door. Two months provides sufficient time to identify glass seal issues that originated prior to customer receipt and installation. Glass seal failures identified after two months are assumed to be the results of mistreatment of the door and will not be covered under this warranty.
- **We provide a warranty against cosmetic defects from the date of purchase until 48 hours following the time of product receipt.**
  - It is imperative to remember that wood doors are inherently more susceptible to damage than iron doors. As such, OUR COSMETIC WARRANTY FOR WOOD PRODUCTS DOES NOT EXTEND UNTIL THE TIME OF INSTALLATION; IT IS IN FORCE FOR 48 HOUR AFTER YOU RECEIVE THE PRODUCT. If any cosmetic warranty claims are made after the 48-hour period has lapsed, those warranty claims will be denied on the assumption that the products were not appropriately protected from environmental conditions or that they were damaged during handling and installation. PLEASE FOLLOW THE REQUIRED PRODUCT RECEIPT PROCESS DESCRIBED ABOVE IMMEDIATELY UPON PRODUCT RECEIPT TO ENSURE ANY VALID WARRANTY CLAIMS ARE COVERED FOR YOU.
  - Under this warranty, the following are covered until 48 hours following the time of product receipt:
    - Cracks, breaks, gouges, and other major damage to the door that is visible when standing ten (10) feet from the door and is not easily remedied with putty, sanding and sealing.
    - Large scratches or dirt in the glass that are visible when standing ten (10) feet from the door.
  - Under this warranty, the following are NOT covered:
    - Any minor damage that is not distinguishable when standing ten (10) feet from the door.
    - Any damage caused to the door by water exposure after purchase.
    - Damaged caused by improper handling of the door prior to or during installation.
    - Appearance of doors or windows that are field-finished by your or your contractor.
- Wood doors are constructed of an organic material, and as such, can be impacted by environmental conditions.
- Unfinished doors are particularly sensitive to changes in climate, humidity, sunlight, and water. Upon receipt of an unfinished door, you must seal, stain, prime, or paint all six sides of the door within 48 hours of receipt to prevent the natural warping or splitting of wood.
- Wood doors should be installed out of direct sunlight, and under a sufficient overhang to prevent direct water exposure. Even if a door is appropriately sealed, direct water and/or sunlight exposure over months or years will cause damage to a wood door
- All wood doors and windows are hand-finished, and slight variances in color, texture, and finish between doors and samples are not cosmetic defects.
- Normal wear and tear, including wear-through of finish, are not covered by this warranty.
- Glass

- Any issues with fogging, smudging, smearing, dirt, or dust on glass must be photographed and disclosed prior to installation and prior to finishing. It is very common for sloppy finish work to smear on glass and become near impossible to take off. This is not a glass issue, this is a finish issue and will not be covered by our warranty.
- Cracked or broken glass or damage to the product resulting from accident, abusive handling or misuse, or shattering due to heat build-up are not covered by this warranty.
- We don't manufacture glass in-house, so we source our glass from high-quality custom glass manufacturers. In all cases, we hold the glass obtained from these manufacturers to the same rigorous quality standards to which we hold our own products. Regarding technical quality standards, here is an example of how our glass manufacturers have established quality standards:
  - Inspection Guidelines:
    - Visual inspection should be done with the naked eye
    - The inspector shall place the glass in a vertical position
    - Inspector shall view through the glass at an angle of 90 degrees
    - Lighting should be daylight level (without direct sunlight) or other uniform backlight that simulates daylight.
    - View at the distance specified by potential defect type
  - Criteria:
    - Allowable Point Blemish (viewing distance 39")
      - Blemish size <0.05" allowed without restriction
      - Blemish size >0.05" < 0.10" allowed with a minimum separation of 24"
      - Blemish size >0.10" not allowed
    - Allowable Linear Blemish (viewing distance starting at 160")
      - Faint or light scratch <3" allowed
      - Medium scratch <3" allowed with min separation of 24"
      - Medium or heavy scratch >3" are not allowed
    - Allowable Dimensional Tolerance
      - Glass thickness of 1/8" – ¼" = +/- 1/16" Max
      - Glass thickness of 3/8" = +/- 3/32" Max
      - Glass thickness of ½" = +/- 1/8" Max
- Hardware
  - Hinges
    - Hinges must be maintained properly either by applying a lubricant or water displacer like WD-40 or periodically applying grease via the hinge grease ports on iron doors.
    - The same quality standards that apply to doors apply to attached hinges
    - In the case of certain high-end hinges that we source from third parties (such as Soss hinges), the manufacturer may provide a set of quality standards and warranty on the hinges that exceeds ours. In those cases, your salesperson will be able to direct you to the manufacturer's appropriate channel for understanding those standards. In all cases, we ensure that the products we source from third parties meet or exceed our rigorous quality standards.
  - Flush Mount Bolts – Flush mount bolts can be damaged if the bolt is forced open or if door is forcibly opened/closed while the bolt is extended. We keep a supply on-hand and can send replacement flush mount bolts. We will replace faulty bolts at no cost for up to one year from the date of purchase. We will replace bolts beyond that point for a nominal cost.
  - Door Sweeps – Door sweeps naturally wear over time with use. We will replace faulty sweeps at no cost for up to one year from the date of purchase. We will replace sweeps beyond that point for a nominal cost.
  - Weather Stripping – Weather stripping naturally wears over time with use. We will replace faulty stripping at no cost for up to one year from the date of purchase. We will replace stripping beyond that point for a nominal cost.

- Door Handles
  - Fixed Handles (non-mechanical, push/pull) – Fixed handles adhere to the same quality standards as the doors to which they are attached
  - Mechanical Handles – We do not manufacture mechanical handles in-house, so all mechanical handles are sourced by us from third parties. The manufacturers provide their own quality standards and warranties on their handles. In those cases, your salesperson will be able to direct you to the manufacturer’s appropriate channel for understanding those standards and warranties. In all cases, we ensure that the products we source from third parties meet or exceed our rigorous quality standards. If a warranty claim is required, you will be responsible for contacting the manufacturer directly.
- Deadbolts & Locks
  - Mechanical – We do not manufacture mechanical handles in-house, so all mechanical handles are sourced by us from third parties. The manufacturers provide their own quality standards and warranties on their deadbolts and locking mechanisms. In those cases, your salesperson will be able to direct you to the manufacturer’s appropriate channel for understanding those standards and warranties. In all cases, we ensure that the products we source from third parties meet or exceed our rigorous quality standards. If a warranty claim is required, you will be responsible for contacting the manufacturer directly.
  - Electronic/Wi-Fi – We do not manufacture electronic or Wi-Fi deadbolts or locking mechanisms, and the same standards stated above for mechanical deadbolts and locks apply. Electronic and Wi-Fi deadbolts and locks do have additional considerations.
    - Most electronic locking mechanisms include a traditional keyhole for use as a backup. If you choose to install an electronic locking mechanism on your door that does not have a traditional keyhole backup, keep in mind that if your locking mechanism loses power for any reason, you may be unable to operate it.
    - Electronic locking mechanisms can be very convenient, but are not a complete replacement for being at your door to open the lock. Many homes and homebuilding products such as doors can shift over time or due to environmental changes. This may require that a door be pushed or pulled while locking or unlocking to allow the bolt to properly align with the bolt receptacle. Keep this in mind if planning to lock and unlock your door remotely, as the bolt may not line up with the receptacle at times.

## **STATELY TERMS OF SALE**

- **All sales are final upon completion of payment.** No full or partial refunds or returns will be granted after payment has been made, with the exception of full or partial refunds resulting from a warranty claim submitted through the process described above.
  - **Standard Payment Terms** – Our standard procedure is to collect a 60% deposit at time of sale. Stately will not incur cost or begin production until the deposit payment has cleared. We collect the remaining 40% before delivery. Products will only leave Stately’s control once the sale has been paid in full. A credit application is **not required** for these standard payment terms.
  - **Negotiated Terms** – Customers and/or individual projects may negotiate unique payment terms (net 30 terms, modified deposit requirements, etc.). Negotiated terms must be in writing and must be signed by both a Stately Executive and a member of the customer’s team with appropriate authority. Negotiated terms will require credit application and underwriting, which may take up to one week to complete.
- Accepted Payment Methods

| Accepted Payment Methods and Fees/Discounts |              |  |
|---|--------------|--|
| Payment Method                              | Fee/Discount | Product Release Guidelines                                 |
| ACH   | 2% Discount  | Five (5) business days after date of final payment receipt |
| Check                                       | 2% Discount  | Five (5) business days after date of final payment receipt |

|                 |             |   |
|-----------------|-------------|---|
| Cash            | 2% Discount | Immediately upon receipt of final payment |
| Cashier's Check | 2% Discount | Immediately upon receipt of final payment |
| Credit Card     | No Fee      | Immediately upon receipt of final payment |
| Wire Transfer   | No Fee      | Immediately upon receipt of final payment |

- For payment remitted via mailed check, please utilize the following address. All other payment method can be arranged with your local salesperson.
  - Stately Doors & Windows
  - PO Box 52288
  - Lafayette, LA 70505
- Returns, Cancellations and Refunds
  - If you cancel a custom or out-of-stock order within one (1) business day of paying a deposit, you will receive a full refund, less an administrative fee equal to 5% of the total sale amount.
  - If you cancel a custom or out-of-stock order more than one (1) business day after paying a deposit, you forfeit the deposit and any other payments made to date. Forfeited deposits will not be applied to future orders, and will not be refunded under any circumstances.
  - If you cancel an in-stock purchase prior to the purchased products leaving our warehouse, you will receive a full refund, less a 5% restocking fee.
  - Once any product leaves our warehouse, no cancellations or refunds are allowed, other than as described in our warranty.
  - All refunds will be processed within 10-15 business days of approval.
  - Returned/NSF payments will incur a \$40.00 NSF fee, and all obligations related to the sale remain in full force.
- Building Code Requirements
  - Building code requirements vary between states, cities and individual projects. Since we are unable to know the specific building codes that apply in each of our customers' unique circumstances, we are not responsible for compliance with specific building codes. We always commit to manufacturing products to the specifications provide by our customers, so please be sure that the specifications provided include any specific code requirements.
- CAD Design
  - During the process of working with you to design the perfect doors and windows for your project, we utilize detailed engineering schematics called CAD drawings (short for Computer-aided Design). These designs detail the exact measurements and specifications to which we will create your product. This is an important phase of the design process that warrants special attention.
  - If your project requires CAD drawings, your salesperson will let you know and will give you an expectation on when those drawings will be available. We are able to complete and provide drawings within 48 hours in most cases, though this can vary based on the complexity of the products, the level of customization, and the quantity of products in your project.
  - In cases where the CAD requirements for a project are particularly heavy, we may ask you to pay a CAD Drawing Fee. In these cases, the amount of the fee will depend on the amount of CAD work required for your project. When you pay a CAD fee, two things happen:
    - When you move forward with your project with Stately, the CAD Drawing Fee is applied to your final invoice as a credit.
    - You own the CAD drawings upon completion, and we will provide you with the CAD files or a PDF file of the drawing upon request.
  - If your project requires CAD drawings, we will ask you to review and approve the drawings before we release them into production. This is a critical process, as our production teams build products exactly to the approved CAD specifications, and any changes to specifications after approval may incur significant cost. CAD drawing approvals happen in one of two ways:



- If your measurement and installation is being managed by Stately, our installation team will validate that the outside measurements of the product will allow it to be installed safely and securely in your project. Your responsibility when reviewing and approving the CAD is to verify that the aesthetics of the product meet your expectations including dimensions, design, swing, finish, glass, etc. After CAD approval, any changes to these aesthetic considerations may incur cost that will be payable by you, while any changes to the technical specifications and measurements will be Stately's responsibility.
    - If your measurement and installation is being managed by someone other than Stately, your approval indicates that you have reviewed the CAD with the professional that is managing the installation and that you have taken the necessary steps to verify that all aspects of the product are correct, including the aesthetic considerations noted above and the technical measurements and specifications of the product in relation to your project. After CAD approval, any changes to the product may incur cost that will be payable by you.
- **Fulfillment**
  - **Customer Pick Up** - You can pick up your product once it is complete and ready for delivery at any of our locations, subject to scheduling availability. You must coordinate a pickup time based on regular business hours by contacting either the sales representative or the office manager. **TWO BUSINESS DAYS' NOTICE IS REQUIRED FOR CUSTOMER PICKUP.** There is no cost incurred if you decide to pick it up, even if the product is transferred from one of our other locations, though you may need to allow time for us to move the product to the location nearest to you. You must be prepared to load and strap your product for transportation. Once notice is given at least two business days prior to pickup, we will pre-load your products in a designated customer pickup staging area. You will be responsible for moving the products from the staging area to your vehicle. Our personnel and tools will NOT be available to assist you, so plan to load the products with no assistance.
    - Cost – None
    - Timing – Immediately upon the completion of manufacturing, receipt from supplier, or internal transfer
  - **LTL Delivery** – Stately can coordinate the movement of the product via a commercial LTL carrier to a hub closest to the delivery address. You will be responsible for the movement of the product from the hub to the final destination, including loading, securing, transporting, and unloading the product. You will also be responsible for ensuring you have a vehicle with the proper capacity to transport the product. You must also coordinate a pickup appointment through the LTL carrier and may be responsible for any additional charges incurred for storage. To coordinate LTL delivery, ask your sales representative for an LTL delivery quote. Stately will be responsible for building a suitable pallet for the product, and the cost of building a shipping pallet will be included in your total cost of delivery.
    - Cost – Market Rate for a Custom LTL Quote
    - Timing – Delivery to the hub location within three to ten business days after the completion of manufacturing or receipt from supplier
  - **Stately Home Delivery** - Stately can provide home delivery through our Stately Logistics subsidiary. To provide you the most cost effective delivery, we will schedule the delivery in a way that is advantageous to Stately Logistics; it may delay the delivery for up to 21 calendar days after the completion of manufacturing, delivery from supplier, or transfer from another Stately location. The delivery driver will be responsible for moving the product from the back of the truck, off of the lift gate, and to the closest location on your property. You will be responsible for moving the product to the desired location and removing and disposing of all dunnage and packing materials. We will communicate the delivery window to you no later than seven days after the completion of manufacturing, delivery from the supplier, or internal transfer. We will work diligently to reduce the delivery time as much as possible while giving you maximum notice before delivery.
    - Cost – The greater of 10% of the total sales price of the order(s) or \$250 (minimum)

- Timing – Up to 21 calendar days after the completion of manufacturing, vendor receipt or transfer. This is in addition to the standard manufacturing lead time.
    - Availability – Available in most of the Southern United States in markets within a reasonable range of a Stately location. Please speak to your Stately Sales Representative for details.
  - **Stately Premium Delivery** - Stately Logistics can provide a premium delivery service via a company-owned truck. This service is intended to relieve you of all the stress associated with delivery. The service includes the following:
    - Delivery scheduled and completed immediately following the completion of manufacturing, receipt from supplier, or internal transfer
    - You will pick the date and time of the delivery
    - Product delivered to a location you chose
    - The driver and driver assistant will unload the product and place it wherever you request
    - The driver can remove dunnage and packing materials at your request
    - The driver can provide a free warranty check at the time of delivery
      - The completion date, vendor delivery, or transfer will be communicated throughout the process giving you ample time to choose a desired delivery date and time.
    - Cost - \$6 per mile from the closest Stately location to the final destination. (Minimum charge \$500)
    - Mileage will be calculated using Google Maps, and the fastest route (typically the first route given)
    - Timing – Delivery can be made no less than 48 hours after completion of the manufacturing process, receipt from supplier, or internal transfer, and you choose the date and time of delivery.
- Installation
  - **Stately Professional Installation** – We have designed our Stately Professional Installation process to remove all burden, responsibility, and risk from our customer. As part of the overall Stately Experience, our goal is to provide you with expert guidance and service from start to finish, helping you avoid the risks and pitfalls that major projects expose you to. When you select Stately Professional Installation, your products and your installation are covered by the full Stately warranty.
    - Initial Measurement – A successful installation always begins with a professional measurement. Importantly, whoever is performing the installation should oversee the measurement, as every installer has their own measurement and installation styles that may affect the design of your products. Our installation teams perform their own measurements. Your sales consultant will let you know when an initial measurement is required. Our goal is to work with your schedule to provide this service at no cost to you. In some instances, the scope or location of a measurement may require that we charge you a small measurement fee to simply cover our cost of providing the service. If we do charge a measurement fee, this amount will be applied to your final invoice as a credit should you move forward with Stately managing your installation.
    - CAD Approval – As noted above in the CAD section, when you utilize Stately Professional Installation, we take responsibility for the outside measurements of the product and validating that they will allow the product to be installed safely and securely in your project. Your responsibility in the CAD process is to ensure the products meet your expectations aesthetically.
    - Delivery – Stately Professional Installation includes delivery of all purchased products to your jobsite. This delivery can be scheduled on or before the day of installation, provided that there is a secure location to store the products away from weather and theft until the installation.
    - Installation Day – During the installation process, our installation team will adhere to our Stately’s professional standards. Specifically, installation teams will:
      - Dress in Stately-branded apparel so that you know we are on your jobsite.
      - Adhere to our safety standards at all times.
      - Keep the jobsite as clean as possible during the installation process.

- Ensure that the jobsite is physically secured at all times when a Stately team member is not present.
  - Communicate any issues and challenges that arise to ensure timely resolution.
  - Leave the jobsite in a condition that is equal to or better than when they arrived.
- **Customer-managed Installation** – Some of our customers prefer to manage their own installation. This may be a matter of preference, cost savings, timing, logistics or other reasons. Regardless of the reason, we respect our customers’ decisions. That said, please read this section and the warranty section below carefully if you decide to manage your own installation. Since we are not performing the installation ourselves, there are specific exclusions that we are unable to take responsibility for. If you select Customer-managed Installation, we warranty our products as described above, but we cannot warranty the installation or any damage that occurs during installation.
  - Initial Measurement – You or your designee (typically a contractor) are responsible for providing us with the measurements for your doors or windows. We build our products to the specifications you provide, so please ensure the measurements are correct. If the product that you order is manufactured to your specifications but is not appropriate for your project, we are unable to take responsibility for the error.
  - CAD Approval – You or your designee are responsible for reviewing the technical measurements, technical specifications, and aesthetics of your products as presented in the CAD drawings, and approving the drawings prior to manufacturing. We will manufacture the products to the specifications in the CAD drawings, so please ensure the drawings are accurate. If the product that you order is manufactured consistent with approved CAD drawings but is not appropriate for your project, we are unable to take responsibility for the error.
  - Delivery – Your salesperson will discuss the delivery and pickup options presented in the Fulfillment section above with you. If you elect a delivery option, our team will deliver the products to you with the level of service described in the Fulfillment section. We will not be responsible for damage to products that occurs after delivery.
  - Installation Day – You or your designee will be responsible for the full installation process. Door and window installation can be a complicated process, and we always recommend that our products are installed by professionals with extensive door and window installation experience in both iron and wood varieties. Please review the warranty section below to ensure that any issues that arise prior to or during installation are handled appropriately.
- Installation-related Warranty Claims
  - If an Installation-related warranty claim occurs, Stately reserves the right to determine the best process for performing any service or warranty work as long as the end result is equal to or better than what the customer was originally promised at the time of sale. If it is possible to repair a product or installation to like-new condition, Stately will not be required to completely replace the product.
  - If the product was initially installed by the Stately Professional Installation team:
    - There will be no charge for any time, labor, replacement parts, or other work that is covered under the Stately Warranty.
    - If the issue is not covered by the Stately Warranty, you will be provided with a written estimate of the cost that will be charged for the service. If after approving the cost estimate, costs are expected to increase, you will be notified of the increased cost and Stately will not perform the work until you have approved the new cost. At no point will you be charged for service work that you have not approved.
  - If the product was NOT initially installed by the Stately Professional Installation team:
    - If the issue is determined to be the result of improper manufacturing or is otherwise covered under the Stately Warranty, there will be no charge for any time, labor, replacement parts, or other work performed to resolve the issue.

- If the issue is not the result of an improper installation and is not covered by the Stately Warranty, you will be provided with a written estimate of the cost that will be charged for the service. If after approving the cost estimate on this form, costs are expected to increase, you will be notified of the increased cost and Stately will not perform the work until you have approved the new cost. At no point will you be charged for service work that you have not approved.
- If the issue is determined to be the result of an improper installation, the Stately Professional Installer will correct the improper installation at the time of the service visit. An issue is the result of improper installation if the door can be reset or adjusted to operate correctly without cutting, welding, breaking, or rebuilding any part of the door unit. You will be provided with a written estimate of the cost that will be charged for the service. If after approving the cost estimate on this form, costs are expected to increase, you will be notified of the increased cost and Stately will not perform the work until you have approved the new cost. At no point will you be charged for service work that you have not approved. If an improper installation is corrected by the Stately Professional Install Team, that installation will be warrantied on a go-forward basis based on the terms of the Stately Warranty.