



PRECAST STEP/DECK ORDER/ WINDOW WELL CONFIRMATION

Please review all of the information below along with the details on the step quote that has been provided to you. Please contact us if you require further information.

PAYMENTS

- Initial Quotes are based on the information provided by the customer. A 30 % credit card deposit is required before a site check is completed. Site circumstances may affect pricing and will require customer signature before commencing production. If the customer chooses not to go ahead with the order once the final quote is provided, the deposit will be refunded minus \$75 for the site check (depending on the site location). Payment in full is required before install dates will be confirmed. Credit card #'s used for deposit will be kept on file and automatically used for any outstanding amounts.
- During removal/install, rare occasions arise where unforeseen circumstances may affect pricing. Concrete Inc will make every effort to obtain customer's consent before this work is completed. Any additional costs are the customer's responsibility if install is completed. If customer is contacted and chooses not to proceed with install due to increased costs, a portion of the signed quoted price may be refunded to customer per Concrete Inc's discretion and work will be terminated on site immediately.
- Custom steps must be paid for in full prior to production and payments are non refundable.

ACCESSIBILITY AND SAFETY

- We require clear and easy access, void of all obstacles and we must be able to get within 25' of the installation site. If overhead power lines are an access issue, it is the customer's responsibility to contact ENMAX/EPCOR or other qualified personnel to eliminate shock hazards.
- If there is a driveway/property that our installer is required to drive on and is belonging to the homeowner or neighbors Concrete Inc is not liable for any damages incurred. If we need to drive on a neighbor's property, it is the customers responsibility to submit a signed, dated letter from the neighbors with their name also printed & a contact phone number, giving consent and acknowledging that Concrete Inc will not be held liable for any damages that may occur.
- Cancellation of a predetermined installation date must be given by the customer, a minimum of 24 hours in advance or the customer is subject to a cancellation fee of \$250.(Additional charges may apply depending on location)
- If we arrive to install on the confirmed installation date and are unable to install due to fault of the customer, it will be up to the drivers discretion to wait at a rate of \$44/15 minute increments / cancel the install and apply a minimum trip charge of \$250 (depending on site location).
- All required excavating must be done before installers arrive. If the customer has any questions about dimensions needed for install, it is up to them to contact Concrete Inc for clarification. If excavating is required it will be the installer's discretion to determine if we need to reschedule the delivery & apply a site charge or if we can provide the excavating at a cost of \$44/15 min increments (per guy) with a minimum charge of \$88
- If Concrete Inc is required to cut the sidewalk it is at a cost of \$44/15 minutes, in 15 minute increments with a minimum charge of \$88. Concrete Inc will not fill any void left after installation.
- Delivery schedule will be provided by Concrete Inc with your order. Initial install dates are only tentative and subject to change based on production levels and weather conditions.
- Concrete Inc has permission from the customer to temporarily install a 16" x 12" lawn sign on the installation site that will be left up for a minimum 30 day period that will be then picked up by Concrete Inc some time after.

OTHER

- Concrete Inc is not liable for any damages that occur to the site or home. While we take every precaution and care we are not responsible to fix or pay for repairs to the site.
- All products are inspected for quality prior to delivery however as concrete products are man-made, some irregularities in final finish and color are expected and accepted.
- Please note that the railings of your existing step may not fit the new step due to difference in sizing. It is the customers' responsibility to ensure railings are used when called for by the City of Edmonton Building Code and existing railings are to be removed prior to Concrete Inc's arrival on site.
- If your basement is finished or if access to bracket installation location is an issue, that must be specified when you place your order to make sure we bring the correct equipment.
- Use of salt products on/around steps, decks & window wells will **void the warranty**.
- Please be aware that void forms will be provided by Concrete Inc for all window wells but it is the customer's responsibility to install them.
- NEW HOMES ONLY**-The homeowner/ homebuilder is responsible for providing an adequate pony wall or concrete pilings prior to install. *Specifications* for a pony wall are as follows: minimum 8" thick, minimum 4' below grade on adequate footings and extends to the full depth of step, including risers. *Specifications* for concrete pilings are as follows: minimum 10" in diameter extends minimum 4' below grade, on adequate footings, and it's clearly indicated at finished grade.

Customer Name (print): _____ Signature: _____

Concrete Inc Rep: _____ Quote: _____