

Terms & Conditions

Once this contract has been signed and payment for deposit received, HELT agrees to carry out the work stated in this contract in a good and workmanlike manner in accordance with the generally accepted standard of care in the industry.

Payment

A deposit of 70 % of the total cost of product plus HST is required upon signing this contract. The remaining 30 % must be paid in full before the product leaves the HELT warehouse for installation. The installation quote and payment are not included in this quote and will be billed separately. In no event will an installation occur before all payments for products have been received in full.

FAILURE TO MAKE TIMELY PAYMENT AS FORESAID WILL CAUSE DELAYS FOR WHICH HELT WILL NOT BE LIABLE.

Any materials or services not expressly included in the quote and/or any materials or services required as a result of circumstances not known to HELT at the time of the issuance of the quote will be charged to the client in addition to the amount stated in the quote and the client agrees to pay for the same.

Payment can be made by Credit Card, Bank Transfer, e-transfer or cheque.

Timeline

The timeline depends on HELT receiving payment for the products and Order Confirmation. Once we receive the deposit, we will provide you with an estimated timeline. Timelines are approximate and can fluctuate. No timeline is guaranteed. HELT does not assume responsibility for delays that may occur due to the following reasons:

- Weather Conditions.
- Acts of God.
- Delays by suppliers.
- Delays by Border Agencies
- Other unforeseen circumstances like a pandemic

Once product is finished and ready to be installed, we will contact you to arrange an installation date. No specific installation date can be guaranteed.

We do not offer any monetary compensation, discounts, or any other favors due to cancellations or delays.

Should the installation date be delayed due to client or contractor by more than 14 Days; a warehousing charge of \$100/week will be added to the invoice.

Ordering

All orders are custom and therefore orders cannot be cancelled once order has been placed and cannot be returned for a credit unless a fabrication error or other warranty claim has necessitated a replacement. The client has 24 hours once order has been signed for any adjustment.

Client or contractor is responsible for reading the full order confirmation prior to signing and ensuring all details are as requested. This includes swing direction, colours, dimensions and quantity and other requirements.

The Client or contractor also must ensure all openings are built to the specific measurements provided by HELT. Should the measurements not be correct or should HELT encounter openings that are not level and thus make the installation impossible, HELT will drop off the products, request that the Bill of Delivery be signed and return only once all necessary adjustments have been made. A separate charge will be added to return and finish installation.

Responsibility

HELT and its associates hold no responsibility for the following:

- Concealed damages inside the wall including but not limited to rot, water damage, insufficient framing.
- Removal and reinstallation of window coverings including but not limited to curtains, curtain rods and brackets.
- Any window coverings not fitting the new windows.
- Electrical wiring including but not limited to alarm systems, doorbells, junction boxes.
- Moving furniture from workspace.
- Painting Interior trim or paint lines not concealed by trim.
- Interior condensation. Condensation is a normal result of the changes between the inside/outside temperature and the humidity level inside the house. Please refer to the Canadian government NRC website for more details.
- Window washing.
- Shrubs, flowers, plants, or trees.
- In cases where electrical or alarm system work is required to complete the installation, we reserved the right to contact an electrician, plumber, or appropriate trades person to complete the work. Related charges will be invoiced to the customer.
- It is the client's responsibility to ensure that the area designated for unloading trucks or trailers is secured and safe. HELT will provide the weight and dimensions of its trucks and trailers to the client prior to arriving to install. The client must make sure the area for unloading products is right to do so. Any damages due to weight or dimensions to the property is not a responsibility of HELT or it's associates.
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Finishes

As a manufacturer of Windows and Doors HELT we focus only on the production and installation of our own products. HELT does offer finishes that we can install for the exterior of the opening as a separate charge, however any finishes or touch ups that need to be done on the inside of the opening will be referred to a trusted professional contractor who will then charge for their work separately from HELT. If you have your own contractor, we advise you to use them.

After Install

HELT will do any necessary adjustments and or greasing of parts within the first 365 days after install. Any other adjustments required after that period are a separate service and will be charged accordingly.