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## **POLICIES, TERMS AND CONDITIONS - PERMANENT INSTALLATIONS**

ILLUMINATING DESIGN INC. does not manufacture products and products are subject to manufacturer's warranty if applicable. In the event of product failure on any product purchased through ILLUMINATING DESIGN, INC we will contact the manufacturer on your behalf for a resolution but cannot guarantee a replacement.

Product maintenance will fall under the responsibility of the customer and will not be covered by ILLUMINATING DESIGN INC.

ILLUMINATING DESIGN INC. offers a 60 day warranty on all labor.

ILLUMINATING DESIGN INC. can use photos of jobs for advertising purposes only. (UNLESS OTHERWISE STATED)

ILLUMINATING DESIGN INC. does not give credits or refunds due to delays or outages caused by weather conditions or acts of God.

Customer is responsible for providing power for the installation. No outlet can have more than 80% of power available being used.

ILLUMINATING DESIGN INC. will Charge \$45 per installer per hour if we are not able to work when scheduled. We will contact you around 48 hours prior to confirm time.

Customer shall pay a 50% non refundable deposit at time of reservation unless otherwise discussed with an Illuminating Design Officer. Deposit will be forfeited if reservation is canceled at any time. If no deposit was taken, and the customer agreed to terms of this contract, the customer is still responsible for a 25% cancellation fee.

The remaining Balance Invoice will be issued two weeks prior to the scheduled installation date and must be paid in full prior to the first day of installation. In the event an invoice remains open for more than 30 days a 1.5% per month service charge will be added to the remaining balance. A \$35.00 NSF fee applies to any returned check. A 4% processing fee applies to all payments made by card.

Any issues with quality of install or any damages to property must be reported to ILLUMINATING DESIGN in writing at the address and phone number above within 48 hours of completion. Any phone call must be followed by an email to [bill@idatlanta.com](mailto:bill@idatlanta.com).

Customer agrees to obtain any locating of underground utilities before the time of installation, if applicable. Customer also agrees to reimburse Illuminating Design for any additional costs incurred as a result of undisclosed or subsurface conditions.

Customer agrees to all risk, and agrees to hold Illuminating Design and any of its staff harmless from and against any and all claims, losses, liabilities, and damage, and all costs and expenses arising directly and indirectly at or relating to delivery, loading, unloading, erection, installation, dismantling, and use of rented equipment. Contact of underground utilities, pipes, or any condition on renter's property. All necessary surface repairs. Any injury or damage during the use of rented equipment.

**BY PLACING YOUR ORDER WITH ILLUMINATING DESIGN INC YOU AGREE TO THE POLICES, TERMS AND CONDITIONS LISTED ABOVE**