



Policies and Terms of Service

Privacy

Window Doctors Ltd. will not share a customer's personal information with anyone outside of the company.

The personal information collected will only be used for internal appointment bookings and periodic emails and phone calls featuring our promotions.

Cancellation Policy

Things come up, we understand! However, we kindly ask that if you need to cancel or reschedule a service, Window Doctors Ltd must be notified 48 hours prior to the scheduled time. If notice is given with less than 48 hours to the service appointment you may be charged 25% of your service quote.

Window Doctors Ltd. reserves the right to postpone scheduled service due to extreme weather that may affect our service quality, or due to premise conditions that may affect the safety of our employees. We will give you as much notice as possible in such cases.

Service Guarantee and Refunds

We want you to be 100% satisfied! We are committed to safety, integrity, and professional standards. If you believe that Window Doctors Ltd. has failed to provide a satisfactory service, within 48 hours of service please call 403-701-5711 so that we may promptly address your concern. Though Window Doctors Ltd. does not provide refunds, we will gladly return as soon as possible to address the area(s) of concern.

The customer acknowledges that outside of 48 hours, external factors such as bugs, animals, construction etc., may change the appearance of a satisfactory clean.

Damages and Liability

Window Doctors Ltd. will not be held liable for any pre-existing structural or property issues/damage. If we are responsible for damages to your home, we will contact you within 24 hours to discuss. We make every attempt to repair, replace or pay for anything we have damaged.

The Customer agrees to inform Window Doctors Ltd. of any potential hazards on the property that may pose a safety risk to an employee.

Estimates

Estimates are given per property; no two homes are alike and thus no two estimates are alike. The actual billed amount may vary slightly from the estimate, but we do our best to make it as accurate as possible.

Window Doctors Ltd. will not be responsible for undisclosed or undiscovered premise conditions which inhibit our usual service standards and compromise our service guarantee. Additional charges may be

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WINDOW DOCTORS

incurred for the cleaning of excessive accumulations of dirt, paint overspray, or substances requiring extra labour or materials.

Photos

We use Facebook as our advertising platform and upload photos of our work there. Pictures may include your home, but the pictures will not identify you and you will not be tagged in the post. No one will know it's your home unless you make it known. Please keep in mind this advertising is critical for our business and we really appreciate you letting us use photos of your home. If you wish not to have photos of your home uploaded, please notify us before our visit.

Billing and Payments

After a service has been provided in full, an invoice will be emailed to the Customer the same day. Window Doctors Ltd. accepts payment in the form of cash, cheque, credit, or email transfer.

Invoices that are overdue by 10 days may incur a 5% fee and accounts that remain outstanding for 30 or more days will be charged interest at a rate of 2%. A \$35 service charge will be charged for a returned cheque.

Window Doctors Ltd. reserves the right to adjust our policies at any time. Booking with and use of our services indicates agreement with these policies and terms of service.

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