

FOUNTAIN SERVICES, INC.

Policies for fountain delivery and set-up

- Upon request the normal delivery and installation time is approximately one week. Any repairs within the guarantee will be done within a one-week period also.
- The guarantee on delivery and installation is 90 days.
- The respective manufactures guarantee the pump and fountain for one year. Should the pump fail or a problem with the fountain develop within the *delivery and set-up guarantee period*, it will be rectified at no charge. Any problems after the *delivery and set-up guarantee period* will have a minimum service charge.
- All delivery and setup prices are subject to change. Prices quoted assume easy access to location of set-up, a plug-in electrical box within three feet and level, solid ground or concrete footing.
- Delivery and Installation prices are quoted within a 50 mile radius of the store of purchase. Any requests for D+I outside the coverage area will require a special arrangement with a extra charge [starting] at \$ 50.00 and up.
- The installer retains the right to refuse to set-up the fountain should the conditions be inadequate in his opinion.
- The installer is not responsible for the fountain tilting due to ground settling (even if the installer provided and installed a nonrefundable stepping stone).
- Charges will be incurred on call-backs for fountain failures that are clearly the fault of others. (some common problems are debris in the impeller due to improper cleaning or electrical problems elsewhere in the system)
- “Delivery Only” means that the fountain will be dropped off [on the driveway] with out installation and 60% of the total charge will be incurred. Should the installer have to return to install the fountain, full charges of delivery and set-up will be incurred.
- In cases where the path to set-up is obstructed or impassable except with the use of special equipment or an inordinate amount of extra time and difficulty, extra charges will be incurred. Those charges will be agreed upon prior commencement of set-up. (generally, difficult conditions occur because the path is obstructed by steps, narrow gates, through homes or soggy soil)
- In cases where there is an existing fountain in the set-up location and it needs to be hauled or moved away, there will be an extra charge to be determined before starting.
- The installer is not responsible for any plants grass or any type of foundation that may be damaged in the process of delivering and set-up. (note: installer does not carry heavy merchandise, it is rolled on a dolly to the set-up location)
- It must be clearly stated where exactly the fountain is being set-up prior to installation.
- Customers are required to confirm the date and approximate time of installation with Fountain Services, Inc at least two days prior to delivery and installation (during business hours)
- There are no guarantees on the exact time of delivery. Customers will be given a three-hour window of approximate delivery time.

Should you have any question or concerns, please contact Fountain Services, Inc (909) 937-3206

I agree with the policies stated by Fountain Services Inc. in this contract.

Signature: _____ Date: _____

Print name: _____