Terms and Conditions

General

Prestige Steel stands behind the quality of every product and hopes you are fully satisfied with your purchase. If, for any reason, you are dissatisfied, you may contact a Prestige Steel representative to review your situation and determine how we can assist. However, returns are not accepted on custom products.

Sign And Approve CAD Before Order

- A signed CAD drawing is required before production begins. Approval may be given by the Dealer, Builder, or Homeowner (the "Signer"). Approval may not be given by any employee or agent of Prestige Steel.
- The signature on the CAD drawing confirms that the Signer has reviewed and approved all details shown. Any questions or changes must be resolved prior to signature. **The signed CAD drawing serves as the final authority on all specifications, including size, configuration, and options.**
- The Signer authorizes Prestige Steel to build the door exactly as depicted and commits to purchase the unit as represented.
- It is the Signer's responsibility to ensure that the final CAD drawing complies with all jobsite requirements, including all applicable local building codes and regional standards.
- Prestige is not responsible for interpreting intent or clarifying specifications beyond what is reflected on the signed CAD drawing. All requested changes must be incorporated into the CAD prior to approval. No verbal, written, or emailed instruction will override the signed CAD.

Product Attributes

- All units are non-tested and non-rated unless otherwise specified.
- Standard units include non-thermally broken, foam-filled jambs, stiles, and rails.
- Door measurements do not include jamb gaps.
- Steel frames are flexible and must be adjusted to ensure consistent reveals and a full perimeter seal, regardless of whether the opening is square. See Installation Guidelines for details.
- All products are hand-forged. Minor variations in material and finish are expected and are not considered defects. Manufacturing size tolerance is ±1/8".
- Touch-up paint is supplied with every door and must be applied at the time of installation. The installer is responsible for all touch-up work.
- Doors ship standard in black. If a custom color is specified, the manufacturer supplies the custom color, which ships loose with the unit for field finishing by others.

Returns, Changes Or Alterations After Manufacture

- No changes will be made to the unit without written approval. If discrepancies arise during manufacturing, Prestige will pause production and contact the Signer for resolution. Changes requested after approval may result in additional charges.
- Approved and built custom units are non-returnable and non-refundable.

Deposit Required For Custom Units

A deposit is required for any custom unit with a total price exceeding $3,000 (excluding shipping). Prestige recommends that dealers collect a deposit from their customers to ensure mutual alignment of expectations.

Inspection Upon Delivery

Failure to submit required inspection forms within 48 hours of delivery or installation will be considered acceptance of the product in its delivered condition. This policy applies to all phases of inspection and is a condition of warranty eligibility.

Tariffs

By placing an order with Prestige Steel, the customer acknowledges and accepts 100% responsibility for the cost of any future tariffs that may apply to their order. Any such charges will be added to the final invoice total, and changes in tariff rates do not constitute grounds for order cancellation.

Payment Terms

- A 50% deposit is required on all orders over $3,000. Remaining balance is due Net 15 from invoice date.
- If a shipment is incomplete, an invoice will be issued for the delivered portion, less a 25% retainage, which will be billed when the remainder ships.

Signed:	Regarding PO: