Summary of Customer Responsibilities

To ensure a smooth experience and preserve warranty coverage, the end user must comply with the following responsibilities:

CAD Drawing Approval

- You (or your designated Dealer, Builder, or Architect) must review and sign the CAD drawing before production.
- The signed CAD drawing is final and binding. All changes must be reflected in the CAD prior to approval.

Inspections

- Complete and return the following inspection forms within 48 hours of the specified event:
    - Delivery Inspection: upon receipt of the product.
    - Pre-Installation Inspection: after full inspection of the unit.
    - Post-Installation Inspection: after installation.
- Failure to submit any form by the deadline constitutes acceptance of the product as delivered or installed.

Installer Qualifications

- Doors must be installed by a licensed and insured professional experienced in steel door installation.

Protection and Maintenance

- During Construction: doors must remain fully protected until construction is complete. Damage due to jobsite exposure, misuse, or unprotected handling voids warranty coverage.
- Ongoing Care: follow the Care and Maintenance Guidelines, including touch-up, repainting, and annual inspections. Non-compliance may void warranty coverage.

Tariffs

- You are responsible for 100% of any new tariffs assessed after order placement.

Delivery and Order Terms

- Estimated Delivery Timeline: (16–18 weeks from order acknowledgement issuance) is based on our extensive importing experience but may vary due to factors beyond Prestige's control, such as manufacturing issues, shipping constraints, or U.S. Customs Service inspections.
- Custom Order Policy: all units are custom-made, non-refundable, and non-returnable, subject to Prestige's standard warranty.
- Construction Planning: homeowners or contractors must account for potential delivery delays to avoid impacts on construction schedules.
- Limitation of Liability: Prestige and the purchasing dealer are not liable for any costs arising from delays outside their control. Delays do not permit order cancellation.

Signature: _____

Date: _____