



South East Installation Solutions

1 Pine Needle Rd • Piedmont, SC 29673

www.SouthEastInstalls.com

Terms of Service

Our Installation Services

Please be onsite for the installation and remove all breakables and pets. If possible please have furniture, "breakables," lamps, etc. removed from in front of windows. Our goal is to always be careful and extremely respectful of the people and contents of the home. But we cannot be responsible for accidents which are the result of unsafe or cluttered working conditions.

If it is necessary for us to move items, such as furniture, the homeowner or interior designer needs to be present to observe. Also, please let us know in advance that this is going to be required so that we may allocate the appropriate amount of time and personnel. However, there are some items that we cannot move due to insurance liability and other factors, for example: furniture that is mounted, secured or otherwise assembled in place, pianos, electronics, or extremely fragile or valuable items.

Unless you are paying us to take down and haul off your old treatments, please have them taken down prior to our arrival at the jobsite. Also, please have any holes patched and repainted if necessary at least 24 hours prior to the installation.

Unless other arrangements are made in advance, payment in full is due upon completion of the installation.

Please do not call to set up an installation appointment unless you already have the items you ordered and have thoroughly inspected them.

If your products are not being delivered by someone else (like UPS or FedEx), we offer a pickup and delivery option for an additional fee of \$50.00 (depending on location within our service area). However, if we arrive at the designated pickup site at the scheduled time and the items are not there or not ready to be picked up, you will be charged for a "Busted Trip".

Keep in mind, it is your responsibility to contact the store or location where your merchandise is located to obtain approval from them for us to pick up the merchandise for you. Not all companies will grant this approval and may require you to personally accept delivery of your products. If we have sufficient advance notice, we will meet you at the pickup location and load them in our vehicle and deliver them to your home or jobsite.