



Fast Windows & More, Inc. Terms and Conditions of Sale

Please read these Terms and Conditions carefully prior to placing an order with Fast Windows and More, Inc. All Terms and Conditions mentioned herein is the agreement between the customers and the company.

1. Quotes/Estimates

Estimates provided by any authorized location are valid for 30 days from the date issued. Fast Windows and More, Inc. reserves the right to change sales prices without advanced notice.

2. Order Procedure

The customer must approve his/her order in-person, email, fax, or text (varies per location). Only the order specifications written on the estimate and approved by the customer will be honored.

It is the customer's responsibility to review the information provided on the estimate for accuracy and completeness as all sales are final. **NO EXCEPTIONS.**

Additionally, it is the customer's responsibility to communicate with his/her third-party to ensure the accuracy of the quote/estimate prior to placing the purchase order. We are not liable for any errors, financial loss, or damages of any kind that may result from use of, or reliance on, the information provided by a customer or third-party on an order.

3. Physical Product

The customer has the opportunity to visit the showroom located at any of the company's locations. The products displayed in the showroom are used as references, only as a courtesy. The finished product may vary due to the customer's product specifications preferences.

If the customer is a first time buyer at Fast Windows and More, Inc., he/she is aware of the risks associated with not having any visual concept of the finished product. The company highly recommends visiting one of the locations prior to placing the order, as there are **NO REFUNDS, NO RETURNS OR EXCHANGES. NO EXCEPTIONS.**

4. Suitability of Usage

Customer is responsible to verify all applicable building code requirements provided by the city of their designated project location, prior to submitting an order. The customer takes full responsibility for the product specifications purchased to ensure that the products meet the requirements asked of them. The customer may speak with his/her sales representative for more information on egress, window ratings, etc.

5. Sales Specifications

Customer must verify and confirm the accuracy and completeness of the information on the sales estimate [i.e. quantity, dimensions written ****Width (W) x Height (H)****, window operation noted from outside view, frame type, color of frame, grid type along with grid pattern, glass type (may vary for single pane and dual pane windows), special requirement, etc.].

Grids have a standard spacing of 9" to 16 " in width and height. Default grid pattern is colonial, if the customer requests a different grid pattern, he/she must make the sales representative aware.

6. Payment Policy

A 75% deposit is required prior to processing the order. The balance must be paid in full at the time of pick-up (will-call). For more information, please refer to the Payment Policy.

Note*: Should further legal action be required to collect an unpaid balance, the customer will be responsible to cover any and all legal fees.

Fast Windows and More, Inc. (FW&M) accepts various forms of payment in all the established locations (Slauson*, Vermont*, Pomona*). Fast Windows and More, Inc accepts some methods of payment in person at the locations provided such as debit card, credit card, cash, apple pay, Zelle, cashier's check, or money order. If a customer prefers to pay for a purchase order through any other mode of payment such as Zelle, money order, or cashier's check without having to visit any of the locations mentioned, it may only be processed through email.

A. Accepting These Terms

The policy sets out your rights and responsibilities when you purchase any merchandise from Fast Window & More, Inc., so please read the following carefully. By making the purchase you are agreeing to the policy.

B. Overview

Cash flow and liquidity management is of great importance for Fast Windows and More, Inc. This policy has been designed to maximize profits and profits on sales revenue while minimizing business losses.

Fast Windows and More, Inc. reserves the right to add or remove payment methods accepted at any of the locations mentioned above in its sole discretion, with notice where required by applicable law. Customers of FW&M must be at least 18 years of age to make a purchase at any of the locations.

C. Customer's Responsibility

This process allows a customer the ability to pay under terms of sale and avoid the likelihood of late or defaulted payment. If the customer fails to pay for the requested services, his/her order will be placed on hold or canceled.

It is the customer's responsibility to review the information provided on the estimate for accuracy and completeness as ALL SALES ARE FINAL. NO EXCEPTIONS.

Additionally, it is the customer's responsibility to communicate with his/her third-party to ensure the accuracy of the quote/estimate prior to placing the purchase order. We are not liable for any errors, financial loss, or damages of any kind that may result from use of, or reliance on, the information provided by a customer or third-party on an order.

D. Process of Payment

In-Person:

For in-person payments, the customer must review his/her information for accuracy and completeness. Refer to terms under Customer's Responsibility for more information. Once his/her signature is provided, Fast Windows and More, Inc, has the permission to proceed with payment. Approved forms of payment include: debit card, credit card along with credit card holder's government issued identification card (I.D.), cash, apple pay, Zelle, cashier's check, or money order.

Electronic Transactions:

For electronic transactions, the customer must review his/her information for accuracy and completeness. Refer to terms under Customer's Responsibility for more information. Once his/her approval is provided, customer must proceed with the following instructions:

Zelle Transactions:

- Enter the email address based on the appropriate order location
 - In the Memo of customer's Zelle transaction, please include the following information:
Estimate No. or Invoice No. (if applicable)
- Once the transaction has been successfully received, the customer will receive an order confirmation from the salesperson via email.

Cashier's Check or Money Order:

- Please ensure to direct the Cashier's Check or Money Order to: **Fast Windows and More, Inc.**
- Please include the following information on the Cashier's Check or Money Order: Estimate No. or Invoice No. (if applicable).

Fast Windows and More, Inc. Locations

*Slauson	*Vermont	*Pomona
1154 W. Slauson Ave. Los Angeles, CA 90044 Tel: (323) 971-5914 Fax: (323) 971-0321 Email: slauson@fastwindowsmore.com	6008 S. Vermont Ave. Los Angeles, CA 90044 Tel: (323) 759-7587 Fax: (323) 759-7588 Email: vermont@fastwindowsmore.com	282 N. Park Ave. Pomona, CA 91768 Tel: (909) 620-7040 Fax: (909) 620-4640 Email: pomona@fastwindowsmore.com
Text-App (Text-Only): (323) 948-6575	Text-App (Text-Only): (323) 909-6712	Text-App (Text-Only): (909) 312-2422

Terms & Conditions for Zelle Payments

By submitting a payment via Zelle, you confirm that:

- You have reviewed your quote for accuracy, including product details, pricing, and any additional fees.
- You authorize the transaction for the exact amount specified on your estimate or invoice.

2. Non-Refundable Payments

- All Zelle payments are **final and non-refundable**.
- We do not provide refunds or adjustments once a payment has been processed.
- If you have concerns regarding your order, please contact us **before making your payment**.

3. Order Processing & Confirmation

- Orders will only be processed once the full payment is received and verified.
- A confirmation email will be sent upon successful payment.
- Failure to follow payment instructions (e.g., incorrect memo, wrong email, incomplete payment) **may delay your order**.

4. Responsibility for Incorrect Payments

- We are **not responsible** for payments sent to incorrect email addresses.
- Ensure that you use the correct **location-specific email** when making your Zelle transfer.

5. Disputes & Chargebacks

- Zelle payments are **direct bank transfers** and are not subject to chargebacks or disputes.
- If you have any concerns regarding your order, contact us immediately for resolution.

6. Agreement to Terms

By sending a payment via Zelle, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

For any inquiries or assistance, please contact us before completing your transaction.

7. Cancellation/Changes

Cancellation of order is not allowed for any reason once the customer has received his/her order confirmation. Cancellation OR Changes after the order has been released to production, in which case material pertaining to the product has been cut; the customer is responsible for the costs of the material. Additionally, the customer is aware that the order may be delayed as a result of any changes after it is released into production.

8. Timescale

Fast Windows and More, Inc. aims to meet and surpass the specified time of delivery (will-call) noted on the order confirmation. The date and time of delivery (will-call) is the exact date that the customer may pick-up their merchandise. Fast Windows and More, Inc. does not call the customer to inform him/her that order is ready for pick-up. Should there be any unprecedented circumstances (i.e. natural disasters, civil disturbances, technical difficulties, etc.) resulting in a delay for the order completeness, the customer will be informed via telephone, email, text, or fax. The customer also has the responsibility to ensure that his/her merchandise is available prior to pick-up as a result of these circumstances, he/she may contact a sales representative at each given location. Fast Windows and More, Inc. will not be held liable for any loss or damages to, property or project, due to these unprecedented circumstances.

Note*: Any product(s) that are not manufactured by the company, Fast Windows and More, Inc reserves the right to inform the customer when the item(s) are ready for pick-up (will-call).

9. Acceptance/Inspection/Defective Product/Service Requests

The customer is responsible for visually inspecting the products at the time of pick-up. During the inspection of the products, the customer must use general industry standards (i.e. glass scratches, frame, scratches, frame warping, screen defect, etc.). As a reminder all merchandise does not come wrapped in any plastic or cardboard, therefore, it is the customer's responsibility to handle the windows with care. Once the customer has taken the windows from any location, it becomes the customer's responsibility and property. For any inquiries, please contact a sales representative. In the situation where the product is considered defective outside of the general standard limits, the product will be repaired or replaced. Fast Windows and More, Inc. will be allowed 4-5 business days for such repairs or replacement of the product(s). Should a service request be initiated, Fast Windows and More, Inc. will be allowed a period of one to two (1-2) weeks to perform the necessary repair or replacement of the product(s). Fast Windows and More, Inc shall not be held responsible or liable for any labor costs, removal fees, or consequential damages if the product has already been installed.

Furthermore, scheduled service appointments must be honored. To cancel or modify an appointment, notice must be received by the corresponding location and sales representative within the following timeframes:

- **Monday through Friday:** No later than **4:45 PM** on the business day preceding the appointment.
- **Monday Appointments:** No later than **12:45 PM on the preceding Saturday.**

Failure to provide timely notice, or a no-show at the time of the scheduled appointment, will result in a **\$40.00 administrative fee**, which must be settled prior to the rescheduling of any future service. While the Company remains fully committed to resolving all product issues, further action on the service request will be placed on hold. No future service will be scheduled or performed until this outstanding fee is settled in full.

For more information on the visual inspection criteria, refer to the Inspection Standards document on our website at <https://www.fastwindowsmore.com/support>.

10. Unclaimed Merchandise

All orders will only be held in the warehouse for 15 days after the order due date. Fast Windows and More, Inc. will not be responsible for loss or damage made to any merchandise that is left in the warehouse after the 15 days.

NOTE*: 30 DAYS AFTER THE DUE DATE, ANY PRODUCT WILL BE **DISCARDED** AND NO CLAIMS FOR REFUNDS OF DEPOSITS/PAYMENTS, OR REPLACEMENT OF THE PRODUCT(S) WILL BE MADE BY THE CUSTOMER.

11. Returns & Refunds

THE COMPANY DOES NOT PERMIT ANY REFUNDS OR RETURNS. Fast Windows and More, Inc. reserves the right to refuse any potential claims for returns of any product, based on section 9 (Acceptance/Inspection/Defective Product). Please contact a sales representative for more information.

12. Product Warranty

At Fast Windows and More, Inc., we ensure the use of quality material for our vinyl products. We are pleased to inform the client of our Lifetime Limited Warranty for these products from the date of purchase at no additional fees.

Fast Windows and More, Inc., reserves the right to modify or discontinue any of its components, parts, or products at any given time. For the repair or replacement of modified or discontinued products, Fast Windows and More, Inc. will have the right to substitute current products and components of equal quality and as similar in appearance as possible.

General Warranty:

Frame: 10 years

Note*: Any alterations made to the finished product will lose the warranty in its entirety. NO EXCEPTIONS.

Hardware: 1 year

All hardware components utilized for the crafting of any product are warranted for one (1) year, from the original point of purchase.

Insulated Glass Unit: 3 years

Fast Windows and More, Inc., warrants the insulated glass unit will not develop a build-up moisture between the glass panes. At the company's discretion, the glass unit will be replaced.

Note*: Warranty exclusions apply

For more information on the warranty for Fast Windows and More, Inc. products, please refer to the warranty policy, contact a sales representative to obtain a copy.

13. Limitation of Damages and Indemnity

The customer is granted one year since the accrual of any and all claims to inform the management team under these Terms. THE COMPANY WILL NOT BE LIABLE FOR ANY LOSS DAMAGE OR INJURY RESULTING FROM DELAY IN DELIVERY OF THE PRODUCTS OR ANY FAILURE TO PERFORM DUE TO CIRCUMSTANCES BEYOND OUR CONTROL. OUR MAXIMUM LIABILITY, IF ANY, FOR ALL DAMAGES, INCLUDING WITHOUT LIMITATION CONTRACT DAMAGES AND DAMAGES FOR INJURIES TO PERSONS OR PROPERTY, WHETHER ARISING FROM OUR BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER TORT WITH RESPECT TO THE PRODUCTS IS LIMITED TO AN AMOUNT NOT TO EXCEED OUR PRICES CHARGED FOR THE PRODUCTS. IN NO EVENT WILL WE BE LIABLE TO YOU FOR ANY CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOST REVENUES AND PROFITS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE RIGHT TO RECOVER DAMAGES WITHIN THE LIMITATION SPECIFIED IS YOUR EXCLUSIVE ALTERNATE REMEDY IN THE EVENT THAT ANY OTHER REMEDY AVAILABLE UNDER THESE TERMS FAILS OF ITS ESSENTIAL PURPOSE.

THE CUSTOMER SHALL INDEMNIFY AND HOLD FAST WINDOW AND MORE, INC. HARMLESS FROM AND AGAINST ALL LIABILITIES FOR ANY DAMAGES TO PERSONS OR PROPERTY, OR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL DAMAGES, ARISING OUT OF THE ORDER, CLAIMS UPON LOSS OF PROFITS OR REVENUES, INTEREST, WORK STOPPAGE, ENVIRONMENTAL DAMAGES, LOSS BY REASON OF SHUTDOWN, INCREASES EXPENSES OF OPERATION, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, RELATED TO CLAIM, INVESTIGATION, LITIGATION OR PROCEEDING OUT OF THE CUSTOMER'S INSTALLATION, THIRD-PARTY INSTALLATION, OR CUSTOMER'S SELECTION OF PRODUCTS.

14. Governing Law and Forum

All orders will be constructed, interpreted and the rights of the parties determined in accordance with the applicable laws of the State of California without regard to any conflict of the law's provisions that may otherwise apply. The Customer hereby agrees to exercise any right of remedy in connection with these Terms and Conditions exclusively in, and agrees to submit to the jurisdiction of the appropriate state or federal court of, the State of California, with venue in Los Angeles County.

BY PROCEEDING AND SUBMITTING THE PURCHASE ORDER(S), THE CUSTOMER IS AGREEING TO THE TERMS AND CONDITIONS OF SALE OF FAST WINDOWS AND MORE, INC.