



## Terms of Service

### True North Garage Door Service LLC

Effective Date: January 1, 2025

These Terms of Service (“Terms”) govern all garage door repair, maintenance, inspection, installation, and related services (“Services”) provided by **True North Garage Door Service LLC** (“Company,” “we,” “us,” or “our”) to customers (“Customer,” “you,” or “your”). By scheduling service, approving work, signing an invoice or authorization, submitting a service request, or using our website, you agree to be bound by these Terms.

### 1. Scope of Services

We provide garage door repair, maintenance, installation, and related services, including inspections, replacement of parts, emergency services, and home warranty claim processing. We reserve the right to decline service if conditions are unsafe or if the requested work violates manufacturer or industry standards.

### 2. Estimates and Authorizations

- All work requires **Customer approval** before services are performed.
- Estimates are provided based on the information available at the time of diagnosis and may change if additional issues are discovered.
- Customer approval may be given verbally, electronically, by text message, or through signing the service invoice or work authorization.
- For rental properties, authorization provided by a **tenant, property manager, or other authorized party** is considered valid approval for work.

### 3. Home Warranty Claims

If your service request is associated with a home warranty company:



## TRUE NORTH

GARAGE DOOR SERVICE LLC

- We may only perform warranty-covered work **if we are dispatched directly by the warranty company.**
- Repairs not covered under the warranty or not authorized by the warranty company are the sole responsibility of the Customer or tenant approving the work.
- Warranty coverage decisions are made **exclusively** by the warranty company, not by True North Garage Door Service LLC.
- Declined claims or uncovered items must be paid in full by the Customer.

#### 4. Emergency, Same-Day, and After-Hours Service

Emergency or after-hours service fees apply when Customer requests immediate or same-day assistance outside normal business hours. These fees will be disclosed prior to service when possible. Emergency fees are separate from labor or part costs.

#### 5. Payment Terms

- Payment is due **at the time services are rendered**, unless prior arrangements have been approved.
- We accept cash, credit cards, or other approved payment methods.
- Returned payments may incur additional fees.
- Unpaid balances may be subject to late fees, collection action, and reimbursement of reasonable attorneys or collection costs.

#### 6. Parts, Materials, and Labor

- All parts installed remain the property of True North Garage Door Service LLC until paid in full.
- Parts warranties vary by manufacturer and are limited to normal use; misuse, neglect, obstruction, water damage, or continued operation of a damaged door or opener voids all warranties.
- Labor warranties cover workmanship defects only and do not cover new failures, misuse, or unrelated issues.



## 7. Safety Requirements

Garage doors and openers are heavy mechanical systems. To promote safety:

- Customer agrees not to operate the door when advised that doing so may cause damage or create safety risks.
- We may refuse service if conditions present a hazard to technicians or occupants.

## 8. Customer Responsibilities

Customer agrees to:

- Provide safe, unobstructed access to the garage area.
- Ensure someone over the age of 18 is present during service, unless otherwise approved.
- Represent that they have authority to approve work on the property.
- Review all service documentation before approval.

## 9. Limited Liability

To the fullest extent permitted by law:

- True North Garage Door Service LLC is **not liable** for damages arising from preexisting issues, customer misuse, normal wear and tear, structural defects, improper previous repairs, or failure to follow technician recommendations.
- We are not responsible for losses related to delays, scheduling availability, part shortages, or warranty company processing times.
- Our liability is limited to the amount paid for the specific service performed.

In no event shall we be liable for consequential, incidental, indirect, or special damages, including loss of use, property damage, or loss of income.

## 10. Service Completion & Inspection



Customers are encouraged to inspect work upon completion.

Any concerns must be reported within **48 hours**. After this period, all work is deemed accepted unless covered by an applicable labor warranty.

### **11. Cancellations and Rescheduling**

Cancellations or rescheduling may be subject to fees if technicians have already been dispatched. Emergency appointment fees are non-refundable once service is initiated.

### **12. Use of Photos and Videos**

Technicians may document service conditions using photos or videos for:

- Diagnostic accuracy
- Warranty claims
- Internal records
- Proof of completion

By receiving service, Customer consents to this documentation.

### **13. Modifications to Terms**

We may update these Terms at any time. Updated versions will be posted on our website. Continued use of our services constitutes acceptance of the updated Terms.

### **14. Governing Law**

These Terms are governed by the laws of the State of Arizona. Any disputes shall be resolved in Arizona courts with jurisdiction over Maricopa County, unless otherwise required by applicable law.

### **15. Contact Information**

For questions regarding these Terms:



**TRUE NORTH**  
GARAGE DOOR SERVICE LLC

**True North Garage Door Service LLC**

Phoenix, AZ

Email: [info@truenorthgaragedoors.com](mailto:info@truenorthgaragedoors.com)

Website: <https://truenorthgaragedoors.com>