

RAY & CO

Service Policy

Ray & Co Corp

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Version: 1.0

This Service Policy describes how Ray & Co Corp ("Ray & Co", "we", "us") handles:

- 1. Service cancellation by the Client
- 2. Workmanship issues on an installation Ray & Co Corp performed
- 3. Coordination with the appliance manufacturer warranty

Ray & Co Corp is an installation and operations company. We do not sell or resell appliance units. The manufacturer's warranty on any appliance passes through to the end user under the manufacturer's terms. Ray & Co Corp does not warrant the appliance unit itself, only the workmanship of our installation as described in Section 2.

This policy operates together with our Terms and Conditions. Where a separately signed Master Services Agreement, vendor agreement, or onboarding document exists, that document controls in the event of conflict.

1. Service cancellation, missed trips, and additional visits

1.1 Cancellation by Client

If the Client cancels a scheduled installation, the following schedule applies. This mirrors the cancellation provision in our Terms and Conditions.

Notice given by Client	Charge
Less than 24 hours before scheduled work	Missed Trip Charge as stated on the current Pricing Schedule
No-show on the scheduled date	Missed Trip Charge as stated on the current Pricing Schedule
After work has begun	Billed for work completed plus non-recoverable materials and trip charges, minimum equal to the Missed Trip Charge

Cancellations made with more than 24 hours of notice are accommodated without charge subject to crew availability.

These charges cover crew time held against the schedule and dispatched logistics that cannot be reallocated on short notice. They are not penalties.

Volume-based exceptions. Recurring B2B clients and project accounts may negotiate alternate cancellation terms in their vendor agreement or master services agreement. Ray & Co Corp may at its discretion waive or reduce cancellation charges based on the Client's ongoing volume and engagement history.

1.2 What counts as a Missed Trip

A Missed Trip Charge applies whenever the crew is dispatched to a site and the scheduled work cannot be performed for reasons within the Client's control, including:

- The Client or an authorized site contact is not present at the scheduled time and the crew cannot obtain access
- The unit, building, or work area is not accessible (keys, codes, freight elevator, COI, parking, or building protocol not in place)
- The appliance, accessories, or rough-in required by the quote is not on site, not ready, or not code-compliant
- Hazardous or unsafe conditions discovered on arrival
- The Client cancels at the door or asks the crew to leave before work begins

Local and out-of-area Missed Trip Charges are stated on the current Pricing Schedule. Out-of-area missed trips additionally bill for per diem, accommodation, and mileage already committed.

1.3 Additional visits and Visit Trip Charges

Where a return visit to the site is required to complete the scope for reasons not attributable to Ray & Co Corp workmanship, a Visit Trip Charge applies for each additional visit. Common cases include:

- A part, accessory, or appliance is not on site at the original visit and a return is required to install it
- The Client requests work outside the original quoted scope that requires a separate dispatch
- A site condition discovered during the first visit must be corrected by another trade before Ray & Co Corp can complete the install

Return visits required to correct a Ray & Co Corp workmanship defect within the 90-day window described in Section 2 are not billed as Visit Trip Charges.

1.4 Rush Fee for last-minute coordination

Where the Client requests scheduling, dispatch, or coordination on shorter notice than Ray & Co Corp's standard lead time, a Rush Fee may apply. The Rush Fee compensates for out-of-sequence dispatch, overtime crew time, expedited freight, and the cost of fitting the request into a committed schedule. The Rush Fee is stated on the current Pricing Schedule and is applied as a flat fee per dispatch or as a percentage of the quoted job amount, depending on scope. Rush requests are accepted at Ray & Co Corp's discretion and subject to crew and equipment availability.

1.5 Pre-site evaluation fees

A Pre-Site Evaluation Fee, when applicable, is refundable against the final invoice only if the Client engages Ray & Co Corp for the related installation within 90 days. If the Client cancels the project or does not engage Ray & Co Corp within that window, the fee is retained.

1.6 Cancellation by Ray & Co Corp

If Ray & Co Corp cancels due to (a) unsafe or non-compliant site conditions, (b) outstanding Client invoices over 60 days past due, or (c) the engagement materially exceeding the original scope without an executed change order, deposits paid are refunded less the value of work performed to date. Ray & Co Corp has no further obligation in such cases.

1.7 Rescheduling

Rescheduling more than 24 hours in advance is no charge subject to crew availability. Rescheduling inside 24 hours is treated under Section 1.1 as a same-day cancellation.

2. Workmanship guarantee on installation services

2.1 What is covered

Ray & Co Corp guarantees that installation work performed by our crew will be free from defects in workmanship for **90 days** from the completion date. Examples of workmanship issues covered:

- Improper leveling that affects the operation of the appliance
- Incorrect electrical, plumbing, or gas connections made by Ray & Co Corp at the final hookup point
- Hood ventilation routing errors attributable to our installation
- Cabinet panel fit issues attributable to our installation that affect appearance or function
- Damage to surrounding finishes caused by our crew during installation

2.2 What is not covered

The workmanship guarantee does NOT cover:

- Manufacturer defects in the appliance itself, including failed compressors, motors, control boards, or component parts. These are pursued through the manufacturer warranty.
- Damage caused by other trades, contractors, or third parties working at the site after Ray & Co Corp's departure
- Damage caused by Client misuse, abuse, modification, or normal wear after installation
- Failure of rough-in plumbing, electrical, gas, or ventilation that was not installed by Ray & Co Corp
- Damage caused by acts of nature, water intrusion, fire, power surge, or pre-existing building defects
- Consumable items including filters, light bulbs, and gaskets
- Cosmetic issues on the appliance unit identified after delivery, unless caused by Ray & Co Corp during installation

2.3 How to make a workmanship claim

1. Contact Ray & Co Corp in writing within 90 days of the completion date. Send to the project point of contact or to our general business email 2. Include a description of the issue, photographs of the affected installation, the completion date, and the project address 3. Ray & Co Corp will respond within 3 business days to schedule an on-site inspection 4. If the issue is confirmed as a workmanship defect attributable to Ray & Co Corp, we will return to the site at no charge to correct it within 10 business days of the inspection, subject to part availability and site access 5. If the inspection finds the issue is outside the scope of the workmanship guarantee, a written explanation is provided. The Client may request a separate quote for repair work.

2.4 Limits

The remedy under this workmanship guarantee is limited to correction of the defect by Ray & Co Corp. Ray & Co Corp does not refund the cost of the original installation as a remedy under the workmanship guarantee, and is not liable for indirect, incidental, or consequential damages including lost use of the appliance. The overall limitation of liability stated in our Terms and Conditions applies.

3. Coordination with manufacturer warranty service

For service issues that fall under the manufacturer warranty rather than the Ray & Co Corp workmanship guarantee, Ray & Co Corp can assist with:

- Initiating the warranty claim through the manufacturer's portal
- Coordinating access for the manufacturer's authorized service technician
- Photographing and documenting the issue for the manufacturer's review

This coordination is provided as a courtesy on active client accounts. Ray & Co Corp does not perform manufacturer warranty repair work unless certified by the manufacturer for the specific brand and component.

The Client is responsible for registering the appliance with the manufacturer to activate the full warranty term. Ray & Co Corp can assist with manufacturer registration on the Client's behalf when this is included in the scope of services.

4. Exclusions for builder, developer, and multi-unit projects

For builder, developer, and multi-unit installations, this Service Policy is supplemented by the project-specific Master Services Agreement or vendor agreement. Where the project agreement defines different cancellation terms, workmanship windows, or warranty coordination, the project agreement controls.

5. How to contact Ray & Co Corp

For service issues or warranty coordination:

- **Ray & Co Corp**

- 1390 NE 41st Pl, Homestead, FL 33033
- Email: info@raycocorp.com
- Service line: (305) 901-0541
- Web: raycocorp.com

Reference your invoice number or project name in all communications. Photographs and the original invoice speed every claim.

6. Changes to this policy

Ray & Co Corp may update this Service Policy from time to time. The current version is posted on raycocorp.com with an effective date. The policy in effect on the date of the Client's invoice governs that engagement.

This Service Policy is a Ray & Co Corp internal draft. Before publishing or attaching to outgoing invoices, request a review by a Florida-licensed business attorney to confirm enforceability of the cancellation schedule, workmanship guarantee, and warranty pass-through language under current Florida statutes and the Magnuson-Moss Warranty Act. This document is informational and not legal advice.