



HR Installation

Transforming your Home into your Haven

TERMS & WORKING AGREEMENT

Measure & Installation Services

Version 1.8

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HR INSTALLATION, LLC

Owner: Mark R. Meador (aka Randy)

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TERMS & WORKING AGREEMENT

A copy of these Terms will be made available on our website: <https://hrinstallationservices.com> .
An abbreviated version is mandated through our [online scheduler](#) when booking an appointment.

A NOTE ON WHAT MAKES HRI DIFFERENT

- Quality
- Trust
- Time Management
- Transparency
- Online booking
- Safety

Quality

Quality is at the forefront of what HRI does, for clients, fellow trade and for the company. HRI holds itself to the highest standards, forging partnerships with local designers, workrooms and other trade members who do the same.

Trust

HRI is your trusted partner and teammate. We will celebrate the wins and the adversity together.

Time Management

HRI provides the most specific time windows for appointments over any other service provider. Multiple reminder emails are auto-generated and Randy calls the day of your appointment to sure up his arrival time.

Transparency

HRI is the only installation company in the area with an online scheduler that allows you to see real-time availability. While there is a 30 minute buffer for travel after each appointment, it's not always enough to get from point A to B. HRI reserves the right to bump requested (tentative) appointment times another 30 minutes to allow for ample travel time. Please be sure to take note of your confirmed appointment times and durations. HRI may reduce or increase the duration if the scope warrants. These changes show in your Email Confirmation.

Online Booking

Our online scheduler is the only way to know availability. Since nearly all our clients and fellow trade members book themselves, availability is a moving target. HRI gets automatically notified as soon as a request comes in and the scope, duration and details are typically validated the same day but no more than 24 business hours. Please note that we do not work weekends, but our scheduler is available, and we will confirm appointments made on weekends first thing on Mondays unless it is a Monday appointment. More detail to follow for our online booking models and how it works.

Safety

These times call to not only address the COVID pandemic that started in 2020 but to address our clients', fellow trade members and our own safety. HRI follows the CDC's recommendations when it comes to matters of social responsibility in minimizing spread of infectious diseases. All members of HRI are vaccinated.

Please notify Randy immediately if any project member or client comes into direct contact with anyone known having tested positive for COVID-19. Randy: 404-788-7209; Email: hrinstallationllc@gmail.com

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Safety also comes into play whenever jobs require heavy lifting (i.e. moving furniture), stairs, uneven surfaces, tall ladders or the occasional tricky space to name a few. Make sure your windows are accessible to avoid increased time and cost

SERVICES

HRI services both residential and small to mid-size businesses, is insured and can provide Certificate of Insurance (COI) on request. It generally takes 24-48 hours to receive a COI so plan accordingly. Be sure to know your building's rules and take into consideration when booking.

HRI does not measure for, service or install shutters.

Services include:

- Measure & Installation for window treatments:
 - Soft treatments & hardware
 - Drapery, rods/tracks, including automation
 - Stationary panels
 - Top Treatments: Valances & Cornices
 - Romans
 - Soft shades
 - Pinning, dressing, steaming, snapping, troubleshooting, hard surfaces incur additional surcharges
 - Shades & Blinds, including automation
 - Randy is Hunter Douglas Certified. If you are a Hunter Douglas Dealer/Designer using HDIS, he is listed as Mark "Randy" Meador.
- Measure & Installation for Art, Mirrors, Photos, Gallery Walls
- Takedown old window treatments (must be entered when booked); incurs additional surcharges
- Drapery takedown – folding/bagging for re-use

CLIENT/DESIGNER RESPONSIBILITIES & PRE-APPOINTMENT PREPARATION

Please help overall time, cost and success of your project by doing the following or relaying to your clients:

- New construction, remodeling, wallpaper/painting affecting window areas should be complete. Exceptions include wiring/outlets supporting automated window treatments.
- Remove all hardware/soft treatments prior to appointment.¹
- Repair old holes, broken trim, walls, and paint/wallpaper mount area prior to installation appointment.
- Clear away all items within 4 feet of the installation area (i.e. electronics, lamps, furniture, antiques, plants, books, knick-knacks).²
- Art installs – *pieces must be ready to be hung* (i.e. have pre-installed hangers); HRI provides professional grade wall hangers of the appropriate style and weight of your piece

¹ Takedown services are available when booked at time of appointment for an additional surcharge.

² HRI is not responsible for flooring/wall marks or breakage because of moving furniture to access installation area.



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- Do not schedule movers or painters who need access or passage within 4 feet of mount areas the same day as your installation appointment. Worker conflicts that cause interruptions to work/appointment times to increase or extend beyond the appointment window will be assessed HRI's hourly charge in addition to the installation cost.
- New build/renovation – flooring and trim must be complete at time of measure/install; no wet floors/wet paint
- If hard-wiring, jobs must be coordinated with certified electrician at time of measure and all connections must be hot at time of install. A meeting is required to determine who will be coordinating the electrician.
- Ready-made/pre-packaged curtains should be unpackaged, ironed/pressed and hung on hangers or folded gently prior to installation. While we steam dress custom drapery as part of our process, the creases in ready-mades must be pressed out. HRI only cares for light steaming.

DISCLAIMER: Any changes to window trim, baseboards, ceiling trim, flooring (i.e. changing from carpet to hardwoods), other window treatment installation (i.e. valances) or surrounding decor after measurements have been taken will affect form and/or functionality of your product. HRI does not assume responsibility for product fit or appearance if changes affecting measurements occurred between measure and installation.

COMMUNICATION PREFERENCES

HRI strives to confirm all appointments, return calls and messages within 24 business hours (weekends, holidays and vacations excluded). Email is preferred for tracking and transparency, especially for quotes. Holiday season (typically Q4) may increase response time.

When emailing, be sure to include client or project name in the Subject.

Email: hrintallationllc@gmail.com

Website: <https://hrintallationservices.com>

Randy: 404-788-7209

Online Scheduler/Calendar

Checking availability and requesting appointments should always be done online with full appointment details to ensure you're preferred day/time is reserved. Do not request multiple appointment times for the same job. For multi-day jobs, call Randy to schedule on your behalf.

[Online Calendar for Measure/Installation](#)

The Online Calendar will send multiple appointment reminders, which are automated.

HRI's [site](#) and calendar are mobile friendly on both iPhone and Android devices. It is recommended to save the link in favorites or as a shortcut.

Note: If you call, text or email for an appointment, it is much less likely that you will get the day/time you prefer.

Email

Email is preferred for quotes, Q&A, sharing project details, measurements, and pictures.

hrintallationllc@gmail.com

Phone/Text

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Phone conversations are equally preferred for Q&A and coordinating efforts or gathering details – but limited to normal business hours (M-F 8:30am – 5:30pm). Calls or texts received outside of these hours will be addressed the next business day.

Text is reserved for simple, informal, temporary exchanges (i.e. “product is ready for pickup” or “ETA 15 min”); while larger conversations and decisions should be captured in a call/in person conversation, email or both for transparency and traceability (i.e. “what should the [finished length... or any measurement] be?”). Text simply isn’t efficient when there are hundreds of messages for looking things up the day of a job.

APPOINTMENTS & SCHEDULING

Availability

Start times for first and last available appointments of the day are 9:00am and 4:30pm respectively, ending at 5:30pm Monday - Friday³. The best method for determining availability is to check the [online scheduler](#), which is updated real-time.

HRI does not hold appointments. Only book appointments that clients have agreed to.

Booking Models

We have two models for booking:

Self-booking for Clients & Trade Members (Designers, Decorators, Workrooms)

- You request an appointment via our [online calendar](#). We provide guides for selecting the proper duration for your project. Better to err on the side of selecting more time than not enough if your estimate is on the cusp.
 - Trade members follow “Designer/WR Request” and complete the associated intake forms putting *your information first*. The client’s information is requested further down in the *forms* and is not stored in our database. You may forward confirmation emails to your clients/designers.
 - Clients without designers follow “Client Booking” and complete the intake form. There is much less for a client to fill out and assumes the client already has the products or is picking up the products themselves.

Booking on Your Behalf

HRI can book on your behalf. Full project detail is required.

- You email the job information following this [template](#) and HRI contacts the client directly to coordinate the appointment and book on your behalf. HRI does not coordinate appointment availability times across clients and designers.

If you want to be present during measure and/or installation, please follow the Self-booking model.

- HRI lets clients/designers know it is the preferred installation company for your company.

³ If your job is in a high-rise with hourly constraints for contractors, you are responsible for booking accordingly.

Self-Booking Process

All requests start off as tentative until HRI confirms the appointment. No one else can request the same date/time. An automatic email is sent to the email address entered at the top (not the email fields embedded in the Intake Forms).

HRI reviews the request to ensure:

- Job duration matches scope
- Enough travel time between appointments
- Job detail leaves nothing to question

When above conditions are met, HRI converts the *tentative* request to a *confirmed* appointment within 24 business hours (excluding weekends, holidays, vacations) and a confirmation email goes to the email address listed at the top of the form.

HRI reserves the right to adjust your start time by 30 minutes. Wait for your confirmation email before adding to your calendar or confirming with others.

If the scope of your job cannot be completed in the time requested and there is not enough time in the day, HRI will call you to discuss options.

Keep your confirmation emails handy. Rescheduling or cancelling appointments can be done through your confirmation email up to 24 hours prior to your appointment start time. Additional automatic reminder emails are sent 48 hours, 18 hours and 1 hour prior to appointment.

Intake Forms

Be specific when it comes to job details and avoid 'filler' or vague information in mandatory fields. When you select your job duration, a list of add-ons that affect total job duration displays. Please select all that apply. Details are necessary to coordinate our workflows, time, resources and cost estimates. If a field doesn't apply and it's not mandatory, skip it.

Job Details

Here's a minimum checklist of what to include:

- Number of openings/products & their rooms
- Rod/track sizes
- Finished lengths (drapery)
- How far past the window the rod/track should extend
- How far off the floor drapery should be

The more detail you provide, the more successful the job will be.

If HRI did NOT Perform Your Measure...

Email any drawings, measurements or mock ups to hrintallationllc@gmail.com. Be sure to include the client or project name in the Subject line.

HRI is not responsible for omitted or conflicting project detail. The intake forms double as your checklist. Where there is ambiguity, HRI reserves the right to install within the range of industry standards and client input.

Guarantees

Measurement Guarantee

HRI takes multi-point measurements based on the product being sold and mount location to ensure proper fit. Measurements are raw unless indicated otherwise. Raw measurements are what designers provide to the vendor and the vendor takes deductions. HRI includes notes if there are considerations, such as partial return size, potential projection issues or if the selected product or mount type might not be a good fit for the window.

HRI measurements provide all the necessary detail that allows clients and designers to order products and window treatments that will fit. Unless HRI is sourcing the drapery hardware, determining things like finished length, number of rings or brackets, bracket size, or return size is the responsibility of the designer or client if they are self-ordering.

Measures are guaranteed for 6 months, assuming no changes have occurred to the home in that time period (i.e. changes to flooring, window trim, adding permanent fixtures or furniture near window openings). If more than 6 months has passed, new measurements are required. Follow up measures are billed at current rates.

In the unlikely event a measurement was captured incorrectly, resulting in improper product fit or function, HRI will cover the cost to correct and reinstall at no additional charge.

Measurements are shared with clients and designers as requested and are emailed along with pictures within 72 business hours of the measure job.

Installation Guarantee

Installations are guaranteed for 30 days. HRI will return ASAP to correct installation-related issues free of charge.

Examples of Installation-related issues:

- Leveling
- Changing bracket placement
- Anchoring

What HRI does not cover:

- Poor architecture/building material quality malfunction.
- Resulting issues from measures completed by other installers or designers.
- Missing parts, hardware, product not sourced through HRI.
- Product malfunction.
- Product is not installation ready.
- Construction/build irregularities.
- Redressing drapery after the first visit.
- Reprogramming remotes after first visit.
- Information/function/work requiring a licensed electrician.
- Anything related to [box-store hardware](#).

HRI recommends referring to your product warranty, dealer, or designer before scheduling a Service Call.

A NOTE ON BOX-STORE HARDWARE



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Box store hardware and telescoping rods will bend over a short time. If you are getting professional drapes, HRI recommends professional grade hardware

PRODUCT PICKUPS/RECEIVING

Drapery/Hardware/Shades

Picking up product for **one location** is a built-in courtesy. Multiple pickups cannot be guaranteed but if accommodated, will be assessed a surcharge (no less than \$50). We schedule product pickups in between appointments as early as the product is ready and up to the day of the appointment but cannot guarantee same day pickup.

HRI requires at least 48 hours advance notice that product pickup is required and the store/workroom location.

Product MUST be ready 48 hours prior to scheduled installation date (NO LATER than a day prior) as we cannot guarantee same day pick up. If we cannot schedule a pickup in time for the appointment, we will notify you immediately. Pickups that cannot be scheduled prior to appointment become the responsibility of the Designer, Client or Workroom, else the appointment rescheduled to allow for prior pick up.

Product should be clearly labeled with client's name/sidemark by the time of pickup.

Please be clear about what is to be picked up and its sidemark; either attach the PO to the appointment or email hrintallationllc@gmail.com.

Pickup requirements: Products should be properly packaged to avoid damage or marks. Drapery should be in full length protective wrap on hangers or boxed. Tracks/rods should be in boxes or tubes of equal length.

Pickup restrictions: 12 feet or less; tracks/rods exceeding 12 feet should be shipped to client's home via courier or designer/store services. Anything larger requires prior authorization and coordination with HRI before scheduling job.

HRI as Receiver for Window Treatments

HRI will gladly receive products on your behalf. Simply notify hrintallationllc@gmail.com with the carrier/tracking number.

HR Installation
950 White Birch Way
Lawrenceville, GA 30043

Randy is a certified Hunter Douglas Installer for PowerView and non-motorized shades/blinds. If you are booking through a 3rd party system such as HDIS, The Link or Custom Decorators (CDI), please have product shipped to HRI. HRI is required by those vendors to follow certain protocols that are time sensitive and require transparency into the product's shipping, arrival and its condition upon arrival.

Art/Mirrors

HRI does not pick up or transport art or mirrors. Please arrange to have your art or mirrors delivered prior to appointment.



JOB LIMITATIONS – 2ND PERSON REQUIRED

HRI is a solo operation and cannot accept jobs that requires a 2nd person unless the client or designer has arranged for appropriate resources.

PAYMENTS, PRICING & INVOICING

HRI has a hybrid pricing model. HRI has both product-based pricing and hourly rates depending on context of the job. Price sheets available upon request by emailing: hrintallationllc@gmail.com

Invoices are emailed within 24 business hours. Please make sure we have the correct email address for invoicing and let us know if any other emails should be copied.

Payment for measure and installation services is due upon completion of work when the invoice is received. There are no NET 15 or NET 30 arrangements. As a courtesy, we offer a 30-day *grace* period from the due date to allow for weekly processing cycles. Invoices that remain unpaid after 30 days are assessed a \$35 late fee. There are no exceptions. Automatic reminders are sent until the invoice is paid.

We accept cash, check, ACH (bank to bank transfer), Direct Deposit, Visa, MasterCard and American Express. Payments can be made online via your emailed invoice, or mail. Make checks payable to *HR Installation* and mail to:

HR Installation, LLC
950 White Birch Way
Lawrenceville, GA 30043

Note: If an installation job requires measuring because a) HRI did not perform the original measure; b) the product fit isn't right; or c) product/window match isn't intuitive (i.e. shades are not distinctively labeled, tracks/rods not cut to size), HRI reserves the right to add a measure fee to the installation as this greatly increases installation time that wasn't budgeted.

ESTIMATES, PROPOSALS & ORDERING

HRI can source Custom Drapery Hardware. For more information, email hrintallationllc@gmail.com. Estimate turn-around depends on the amount of vendor dependencies and research required and can vary from 2-7 business days.

Estimates provide a baseline for clients and designers and can be furnished upon request. We highly encourage designers to refer to our price sheet and build this into their upfront collection costs/retainers. Estimates are based on information provided at time of booking. Actual charges may be subject to change (i.e. missed surcharges).

Products sourced through HRI require a 50% down payment to place order. Down payments are non-refundable and non-transferable to other products.

Estimates and quotes are good for 30 days.

We require a current *ST-5 Tax Exempt Form* on file for Designers, Workrooms, Design Firms, Stores/Centers who source through HRI; else tax will be applied to product orders.

Order/Shipping times are vendor-dependent, affected by collection stock and modifications.



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MISSED APPOINTMENTS & NO SHOWS

Clients/designers that are more than 20 minutes late from confirmed appointment after a given lead call (sans conversation or callback) will result in a cancellation. HRI's "no show" trip charge minimum will be assessed. If you're running late for your appointment, please call Randy at 404-788-7209.

CANCELLATIONS & RESCHEDULING

You may cancel or reschedule online anytime up to 24 hours prior to your scheduled appointment. We understand emergencies arise. If you must cancel or change an appointment within a 24-hour window, please call Randy at 404-788-7209 or email hrintallationllc@gmail.com *immediately*.

GRIEVANCES

We stand by the quality of our work, experience and expertise. If there is something not sitting well with you after your job is complete, please email hrintallationllc@gmail.com or call Randy at 404-788-7209 immediately before stewing over it, airing dissatisfaction with others, or expressing dissatisfaction online before we've had the opportunity to understand your point of view. We'll make it right. #promise

APPENDIX A – EMAIL TEMPLATE

Copy/paste the text below into an email when requesting HRI to book appointments directly with the client.

Email Template

Client Info

Name:

Phone:

Email:

Address:

Job Details

Measure, Install or Service Call?

Products:

openings, rooms, instructions:

Who's paying? (email)

Surcharge items? Anything exceptional? Tall ladder? Difficult space? Hard surface (stone, concrete, metal, tile, brick, plaster)? If so, describe:

Installer instructions (mount location, cut to size, how far off floor/kiss the floor/break on the floor – this will be validated with the client while on site):

Attach pictures, Purchase Order and original measure if HRI did not perform it:

Appendix B – Service Areas

If you don't see your area listed, please email at hrinstallationllc@gmail.com for a trip charge quote.

Service Areas – No Trip Charge

- Alpharetta
- Auburn
- Braselton/Chateau Elan
- Brookhaven
- Buford
- College Park
- Cumming
- Decatur
- Duluth
- Dunwoody
- East Cobb
- Flowery Branch
- Gainesville
- Grayson
- Hapeville
- Johns Creek
- Lawrenceville
- Marietta
- Milton
- Norcross
- Peachtree Corners
- Sandy Springs
- Smyrna
- Snellville
- Stone Mountain
- Sugar Hill
- Suwanee
- Vinings
- Woodstock

Service Areas - \$75 Trip Charge

- Acworth
- Austell
- Canton
- Dawsonville
- Kennesaw
- Lithia Springs
- Mableton
- Powder Springs
- Statham

Service Areas - \$125 Trip Charge

- Athens
- Big Canoe
- Chattahoochee Hills
- Fairburn
- Watkinsville
- Douglasville
- Villa Rica
- Morrow
- Riverdale
- Stockbridge