

## **Terms and Conditions**

### **SCOPE OF WORK**

Refer to detail page for the applicable consultation or service.

### **ADDITIONAL CHARGES**

Before performing any work, installers will review the purchased Scope of Work and provide an estimate for any work that may be out of scope and thus require an additional charge. Additional charges, fees and expenses may apply if your location is outside our installation coverage area. Payments for additional charges: C.O.D. personal check.

### **CABLE/SATELLITE**

Installation of cable or satellite service must be performed before the arrival of your home theater installer. This will ensure proper integration of your entire home theater system. If completion of the installation work requires an additional visit for cable/satellite box installation, additional charges may apply.

### **RESPONSIBILITY**

West Coast Sound installers will not be held responsible for moving any furniture or valuables.

### **SAFETY OF OUR WORKFORCE**

To ensure the health and safety of our employees, West Coast Sound reserves the right to refuse or reschedule work due to unsafe conditions which includes, without limitation, extreme temperatures, natural disasters or the existence of other hazards. When a TV is being hauled away for disposal, some TVs may require additional equipment or personnel to safely remove it, which may result in a delay or rescheduling of the haul-away service.

### **INSTALLATION AUTHORIZATION**

Someone at least 18 years of age must be present at all times on the day of installation to approve all work completed.

### **LABOR ONLY**

Installations do not include any parts or accessories (for example, wire, cable, speaker mounts or similar parts), except as specifically set forth on the detail page for the applicable installation service.

### **DISCLAIMER**

West Coast Sound shall not be liable for any failure or delay in performance due to any cause beyond its control. If West Coast Sound's ability to render services is impaired by your failure to cooperate or circumstances beyond the control of West Coast Sound, West Coast Sound may choose not to provide services. Service can also be denied if dangerous or unhealthy conditions are present including possible code violations. For any un-installation services provided, West Coast Sound shall not be responsible for repairing any damage or changes made to your residence.

### **LATH & PLASTER**

West Coast Sound cannot warrant that installations involving lath and plaster walls will not result in cracks on the wall. West Coast Sound will do everything in our power to eliminate the possibility, but due to the nature of that type of construction, West Coast Sound will not be responsible for any resulting damage to your wall.

### **LIMITATION OF LIABILITY & RELEASE**

Except for direct property damage that results from West Coast Sound negligence, under no circumstances shall West Coast Sound be liable to you or any other person for any damages, including without limitation, any indirect, incidental, special or consequential damages, expense, costs, profits, lost savings or earnings

or liability arising out of, or related to, the services provided by West Coast Sound or the installation, un-installation, use of or inability to use your products. Further, by purchasing and allowing the performance of installation services by West Coast Sound you agree to release and hold harmless West Coast Sound against any loss, liability or damage that you or the owner or lessee may suffer, included but not limited to any changes or alterations to your residence (for example, changes to walls, baseboards, floors, etc.). Some states do not allow limitations or release of certain damages or liability, so the above limitation of liability and release may not apply to you.

### **EVERY INSTALLATION INCLUDES:**

- A pre-installation survey upon arrival at home.
- Connection of your newly purchased components in one (1) room, using exposed wire connections.
- Connection of up to two (2) converter boxes.
- Neatly dressed wires and cables using wire ties when necessary.
- Setup of parental controls/V-chip.
- A brief educational demonstration of the newly purchased components which the installer has connected.
- Cleanup of wire clippings, drywall dust, or any other debris caused by installation.
- Removal of boxes and packaging.
- Note: Additional charges apply for connecting components to new or existing networks.
- Note regarding wire/cable concealment: Locations that involve inadequate access for standard wall fishing to the wall where the wire is to be hidden, or the wire is to be hidden in a wall that contains insulation, vapor barriers, or any other obstructions, wire may be concealed by installer-provided paintable or matching track molding (which may require a return visit). Installer will finish wall fished cable exit points with a bushing, plate or spackle. We will spackle any area where access holes were created in the walls. The customer shall be responsible for any repainting.
- A one-year limited workmanship warranty on all labor included with professional installation services. West Coast Sound Installer will correct any material defects in the workmanship of the installation services purchased if reported to West Coast Sound within one (1) year of the date the services were completed. This warranty does not include any warranty on parts or equipment. Warranty does not cover reinstallation or service work for replacement under manufacturers warranty unless covered by a West Coast Sound A1 Protection Plan. Warranty is void if customer makes changes to the system configuration or installation. Additional charges may be assessed in the home if outcome of service call is determined not to be due to a defect in workmanship.

### **Service returns cannot be accepted after installation or consultation services are completed.**

Yes, West Coast Sound can program it. The labor is more involved for Universal Remote Branded products than Logitech Harmony products. Thus the charges are higher. It is \$200 for the first 5 Devices (DVR's, DVD/VCR, and dual zone receivers all count as 2 devices). Then it is \$50 for each additional device. If you would like favorite channels programmed it is \$50/ page of favorites. If they are not already going to the customers house for another reason (i.e. Delivery, Home Theater Setup, TV mounting) then there is an additional travel charge of \$99.99. Also in addition I recommend the Universal Remote MRF-350 RF base station (\$250) which is an additional \$100 to install.