



Installation Disclosure

By purchasing “installation services” you, (aka customer) agree to the terms of service as defined by this disclosure and accept acknowledgement that you have read this disclosure prior to purchase of services.

Standard installation procedure

1. The window sash, frame, and surrounding area will be inspected by the technician to confirm correct sash model, sizing, and any pre-existing conditions that may affect proper installation prior to work beginning.
2. The sash panel is removed from the window opening and placed in a safe working area.
3. The existing hardware is removed from the old sash and transferred to the new unit.
4. The sash panel is reset in the opening and adjusted for proper fit. Final hardware is applied.
5. Removal of the old sash is included.

Fenster is NOT responsible for:

- Mis-measured sash size
- Incorrect model ordered
- Incorrect options as ordered
- Unfinished surfaces, finishing or interior paint touch up
- Damaged or missing hardware that prevents proper installation of the sash
- Damaged or out of square frame openings preventing proper installation
- Brick pinch, (aka sill roll) that prevents proper closure of sash
- Re-set or warranty service if sash panel is removed and improperly re-set by others at any time after installation
- Alarms or alarm contacts

Customer is responsible for:

- Clearing a safe and acceptable path to the window. Standard installation is performed from inside the house.
- Removal of blinds or draperies prior to appointment that prevent full access to the sash and/or screen removal from inside the home.

Liability Disclaimer

Order correctness is the sole responsibility of the purchasing customer. By providing installation services, Fenster in no way shape or form, written or implied, guarantees the correct model, size, or options of any order being installed unless a pre-order site evaluation was performed by an authorized Fenster associate.