

Terms and Conditions

Effective Date: July 7, 2026

Business Name: Yorktown Glass

1. Agreement to Terms

These Terms and Conditions ("Terms") govern all services provided by Yorktown Glass ("we," "our," or "us"). By requesting a quote, scheduling service, engaging our glass installation and repair services, or opting in to receive SMS communications, you ("customer," "you," or "your") agree to be bound by these Terms.

2. Scope of Services

Yorktown Glass provides glass installation, repair, replacement, and related services. All work will be performed as outlined in the written estimate or invoice provided to the customer.

- All work shall be performed between the hours of **8:00 AM and 4:30 PM, Monday through Friday**. Any work requested or required outside of these hours shall be considered overtime and may be subject to additional charges.
- Removal of existing glass is performed with care; however, existing moldings, stops, or trim may become brittle due to age or previous installation methods. If moldings or related components break during removal, replacement or repair will be billed as an additional charge.
- **Glass Removal Disclaimer:** Removal of existing glass carries an inherent risk of breakage. While our trained and experienced professionals will perform the work with care and in accordance with accepted industry practices, the customer acknowledges and agrees that Yorktown Glass shall not be held responsible for any damage or breakage that may occur during the removal process.

3. Estimates and Pricing

- All estimates are based on the information available at the time of quoting.
- Prices are subject to change based on site conditions, hardware selected, and final dimensions.
- Additional work requested by the customer will result in additional charges.
- Estimates are valid for **30 days** unless otherwise stated.

4. Deposits and Payments

- A **50% deposit** is required before work begins or materials are ordered.
- Full payment is due upon completion of the work unless otherwise agreed in writing.
- Late payments may be subject to additional fees, including finance charges where permitted by law.

5. Cancellations and Rescheduling

- Customers must provide reasonable notice for cancellations or rescheduling.
- Deposits may be non-refundable if materials have already been ordered or work has commenced.
- A **\$75.00 service fee** will be charged for any missed appointment, including **no-shows** and **same-day cancellations made without at least 24 hours' notice**.

6. Access to Property

The customer agrees to provide safe and reasonable access to the worksite. Yorktown Glass is not responsible for delays caused by restricted access, unsafe conditions, or circumstances beyond our control.

7. Customer Responsibilities

The customer agrees to:

- Ensure the work area is clear and accessible prior to service.
- Remove or protect personal belongings near the work area.
- Notify Yorktown Glass of any known structural or site conditions that may affect installation.
- Ensure that **no other trades or contractors are performing work in the same area concurrently with Yorktown Glass during scheduled service times**.

8. Warranties and Limitations

- Yorktown Glass warrants its workmanship for a period of **one (1) year** from the date of completion.
- Manufacturer warranties may apply to certain products and materials and are subject to the manufacturer's terms and conditions.
- This warranty does not cover glass breakage, misuse, abuse, accidents, alterations by others, acts of nature, normal wear and tear, or damage caused by conditions beyond our control.

9. Limitation of Liability

To the fullest extent permitted by law, Yorktown Glass shall not be liable for any indirect, incidental, consequential, or special damages arising from the services provided. Yorktown Glass's total liability shall not exceed the amount paid by the customer for the services giving rise to the claim.

10. Delays and Force Majeure

Yorktown Glass shall not be responsible for delays caused by circumstances beyond its reasonable control, including but not limited to severe weather, acts of God, labor shortages, supply chain disruptions, transportation delays, governmental actions, or other unforeseen events.

11. Safety and Compliance

All work will be performed in accordance with applicable building codes and accepted industry standards. Unless otherwise agreed in writing, the customer is responsible for obtaining any permits required for the project.

12. Dispute Resolution

Any dispute arising out of or relating to these Terms or the services provided shall first be submitted to good-faith negotiation. If the dispute cannot be resolved, it shall be governed by the laws of the State of New York.

13. Changes to Terms

Yorktown Glass reserves the right to modify these Terms and Conditions at any time. Any revisions shall become effective upon publication or communication to the customer.

14. SMS/Text Messaging Terms

By providing your mobile phone number and opting in to receive text messages from Yorktown Glass, you consent to receive SMS messages related to our services. These messages may include appointment reminders, scheduling updates, estimate notifications, invoice reminders, service updates, and other business-related communications.

- **Program Name:** Yorktown Glass SMS Notifications
- **Program Description:** Yorktown Glass uses text messaging to communicate with customers regarding appointments, scheduling, estimates, invoices, service updates, and other business-related communications.

- **Message Frequency:** Message frequency varies depending on your interaction with Yorktown Glass and the services you request.
- **Message and Data Rates:** Message and data rates may apply based on your mobile carrier and service plan.
- **Customer Support:** For assistance, call **914-962-7008** or email **Info@yorktownglass.com**.
- **Opt-Out Instructions:** Reply **STOP** at any time to unsubscribe from text messages. Reply **HELP** for assistance or contact Yorktown Glass using the information above.
- **Privacy Policy:** Your participation in our SMS program is subject to the Yorktown Glass Privacy Policy, available at: **[Insert Privacy Policy URL]**.
- **Carrier Disclaimer:** Carriers are not liable for any delayed or undelivered messages.

15. Contact Information

If you have any questions regarding these Terms and Conditions, please contact us:

Yorktown Glass

1776 Front St.

914-962-7008

Info@yorktownglass.com

These Terms and Conditions are intended to govern the relationship between Yorktown Glass and its customers and should be reviewed periodically to ensure compliance with applicable federal, state, and local laws.