



Pergola Depot
Customer Acknowledgement and Acceptance
Timber Frame Pergola

By signing below, I hereby acknowledge and agree as follows:

- 1) I have carefully reviewed and approve my order, the shop set drawings and have read and agree to accept the Timber Frame Pergola Warranty, found [here](#).
- 2) All new orders are automatically placed “on hold”, which will delay production pending receipt of permits, HOA approval or to better align with my project schedule. While on hold, I may change or cancel my order at any time for a full refund less the non-refundable deposit and the cost of engineer stamped drawings if any. Production of my order will be postponed until I instruct Pergola Depot to remove my order from on hold status.
- 3) After 45 days from my order date, on-hold orders are subject to price adjustment to the then-current retail price (less any discount applied to my original order). Shipping costs are subject to adjustment up or down until my order is placed into production. Any price adjustment must be paid before an order is placed into production.
- 4) While on hold or at any time prior to my order being placed into production, any changes to my order may result in revisions to the drawings, purchase price adjustments, and changes to the production and shipping schedule.
- 5) After my order is removed from on hold status, any changes or requests to cancel my order may result in additional charges, especially if materials have been ordered or production has begun. In this case, if I change my order, I agree to make payment for any additional charges prior to my pergola being produced or shipped, and if I cancel my order, I agree that all actual costs associated with the materials, production, shipment, installation or restocking of my order will be deducted from my refund.
- 6) I will cooperate with Pergola Depot customer service, production and shipping representatives to schedule delivery, and to accept delivery as scheduled. I agree that delays in scheduling may cause delays in production and delivery, and that failure to accept delivery as scheduled will cause additional charges (storage, additional shipping etc.) that will be my responsibility and must be paid prior to delivery.
- 7) If Installation services are part of my order, I will coordinate with the installation team regarding scheduling, site prep and other requirements in accordance with the Installation Services description found [here](#). Whether or not my order includes Installation Services, either me (or someone I appoint) will be available to accept delivery, inspect the kit and report any damage or missing parts in accordance with the Shipping Information found [here](#).
- 8) If I do not purchase Installation services, I will arrange for adequate help and equipment needed to accept and unload the shipment in accordance with the Shipping Information and will perform the installation in accordance with the Installation Instructions. Damages, defects, costs and liabilities of any kind resulting from the installation of my pergola are my responsibility, including but not limited to costs associated with replacement parts provided by Pergola Depot if needed.

Customer Name: _____

Customer Signature: _____

Date: _____