



**Pergola Depot**  
**Customer Acknowledgement and Acceptance**  
**Timber Frame Pergola**

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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) At the time of order and within 3 days, I can have my order 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). Any price adjustment must be paid before an order is placed into production.
- 4) Unless placed on hold, I will have 3 days from the date of my paid order to change my mind, either to make changes or cancel my order for any reason. Any changes to my order may result in revisions to the drawings, purchase price adjustments, and changes to the production and shipping schedule. Within 3 days from the date of my paid order, cancelation on my part will result in a full refund of the purchase price less my non-refundable deposit.
- 5) After 3 days from the date of my order, 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, 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 the Pergola Depot customer service, production and shipping representatives to schedule delivery or pick up, and to accept delivery as scheduled or pick up as scheduled. I agree that delays in scheduling may cause delays in production and delivery or pick up, and that failure to accept delivery as scheduled or to pick up as scheduled will cause additional charges (storage, additional shipping etc.) that will be my responsibility and must be paid prior to delivery or pick up.
- 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 or pick up, inspect the kit and report any damage or missing parts in accordance with the Shipping and Pick Up 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 (or arrange for adequate help and equipment needed to pick up the shipment, if applicable) in accordance with the Shipping and will perform the installation in accordance with the Installation Instructions.

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_