

Pro A/V Home Theater, Inc.

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CA Lic. #952761

General Information

Warranties

Terms

Conditions

GENERAL PROVISIONS The client and PRO A/V Home Theater, Inc. (*hereinafter referred to as Pro A/V*) agrees to proceed on the basis of trust, good faith, and fair dealings. PRO A/V represents and warrants that it has the expertise to carry out the work. PRO A/V will furnish client with a design and quote before commencement of the project.

SCOPE OF WORK PRO A/V will furnish client with design, installation, sale and/or dismantling of a home theater system. All of the work is to be completed in a substantial and workmanlike manner according to the standards and practices. Technicians will review the work to be done prior to installation.

ALL PRODUCTS and materials are to be paid for prior to installation.

PRE-EXISTING PRE-WIRE installed in a home, by someone other than Pro A/V, may increase costs due to the necessary time to take to examine and analyze the current wire setup, search for any problems or foreseeable issues that may interfere the a newly planned home system equipment installation.

TERMS OF PAYMENT A nonrefundable ten percent (10%) fee, of the Project Estimate, is due upon a signed agreement of terms between the client and PRO A/V. An invoice will be generated to purchase product for the job. Once we receive payment for all product, we will place an order for product. Once all equipment is received, we will call to schedule an appointment. The balance on the invoice is due upon completion of the installation. Payments not made within 7 days of completion of installation, PRO A/V shall be deemed late and an additional charge of 1.5%, or a \$50 late fee (whichever is greater), shall be added to the payment due. Client shall be in default if any payment due is not paid within thirty (30) days of due date. Upon default PRO A/V may stop all work and be entitled to recover the full amount due on under the Terms and Conditions. All estimates expire after 30 days and will need to be re-estimated.

WORK ORDER CHANGES Technicians will only complete the work that is listed on the work order. Work order changes that differ from the original invoice **must be submitted in writing, signed by the client and approved by the installation manager**. Additional charges may be incurred with changes during installation and may relate to situations beyond our control and/or unforeseen issues during installation. Installation labor starts at ninety dollars (\$90) per hour. Programming starts at one-hundred dollars (\$100) depending on system configuration.

PRODUCT WARRANTY on defective parts or components within the warranty period are the direct responsibility of the manufacturer, and are not covered under installation/integration warranty for service call unless the equipment was purchased and installed directly by PRO A/V. Installation warranty only applies to the installation that is performed in accordance with any installation requirements of the manufacturer for a period of **90 days** from the day of installation at no additional charge to customer. IT DOES NOT cover damage to product, parts or tampering with equipment caused by a client or anyone other than PRO A/V technicians.

(OFE) OWNER FIRST EQUIPMENT and/or NEW COMPONENTS installed by a client. PRO A/V is not responsible for OFE's and/or new components unless the equipment was purchased and installed directly by PRO A/V.

TAMPERING OR CHANGES created with an installed Pro A/V system that have not been pre-authorized, or consulted with Pro A/V, nullifies Pro A/V's responsibility for any problems that arise from a separate party tampering or changing the system, i.e. AT&T, DirecTV, etc. A service call will be billed, if it is required.

1. _____
2. _____

I understand the information explained to me about my home theater system installation, warranty and miscellaneous information.

Client Name (Print)	Client Signature	Date
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Richard Eaton		Date
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