

TERMS AND CONDITIONS

Petroff PRO LLC

These Terms and Conditions govern all orders, purchases, and deliveries provided by Petroff PRO LLC. By placing an order, submitting payment, or accepting delivery, the customer agrees to the following terms.

1. CUSTOM-MADE PRODUCT

All products are custom-made to the specifications provided by the customer. Each hood is built based on the measurements, insert model, and options confirmed by the customer prior to production.

Petroff PRO LLC is not responsible for incorrect measurements or information provided by the customer.

2. CUSTOMER RESPONSIBILITY FOR MEASUREMENTS AND COMPATIBILITY

The customer is solely responsible for providing accurate measurements and verifying compatibility with their insert, cabinets, walls, ceilings, and installation environment.

Petroff PRO LLC is not responsible for fitment issues resulting from incorrect measurements or incorrect insert selection.

3. ORDER CONFIRMATION

Production begins only after deposit payment has been received and all specifications have been confirmed.

Once production has started, changes may not be possible.

4. DEPOSIT AND PAYMENT TERMS

A deposit, typically 50% of the total order amount, is required to begin production.

The remaining balance must be paid before or at the time of delivery, unless otherwise agreed in writing.

Failure to complete payment may result in delivery delay or cancellation.

5. NON-REFUNDABLE DEPOSIT

All deposits are non-refundable once production has begun, as materials are purchased and labor is allocated specifically for the customer's custom order, except as outlined in these Terms and Conditions.

6. CUSTOM PRODUCT — NO RETURNS OR CANCELLATIONS

Because each product is custom-made, all sales are final.

Returns, exchanges, or cancellations are not accepted once production has started.

7. PRODUCTION TIME

Production times are estimates and may vary depending on workload, material availability, and project complexity.

Petroff PRO LLC is not responsible for delays caused by circumstances beyond its control.

8. DELIVERY TERMS

Delivery timing will be coordinated with the customer in advance.

The customer or their representative must be present to receive the product unless alternative arrangements are agreed upon.

9. INSPECTION UPON DELIVERY

The customer must inspect the product upon delivery.

Any visible damage must be reported immediately at the time of delivery.

Claims reported after delivery may not be accepted.

10. INSTALLATION RESPONSIBILITY

Petroff PRO LLC does not provide installation services unless explicitly agreed in writing.

The customer is responsible for proper installation.

Petroff PRO LLC is not responsible for damage caused during or after installation.

11. FINISHING DISCLAIMER

Products are typically delivered unfinished, ready for paint or stain.

Final finishing must be completed by the customer or their contractor.

Natural wood may contain variations in grain, texture, and color. These are natural characteristics and not defects.

12. LIMITATION OF LIABILITY

Petroff PRO LLC is not responsible for indirect, incidental, or consequential damages.

Petroff PRO LLC's liability is limited solely to the amount paid for the product.

13. STORAGE FEES

If delivery is delayed due to customer unavailability, Petroff PRO LLC reserves the right to charge reasonable storage fees.

14. ACCEPTANCE OF TERMS

By placing an order, paying a deposit, submitting payment, or accepting delivery, the customer acknowledges and agrees to these Terms and Conditions in full.

15. DELIVERY CONDITIONS AND LIMITATIONS

Delivery includes placement at ground-level entry only, such as the front door, garage, or driveway.

Inside delivery, stairs transport, and installation are not included.

16. CUSTOM DESIGN VARIATIONS AND DIMENSIONAL TOLERANCES

Dimensional tolerances of $\pm 1/16$ inch are considered acceptable.

Design proportions may vary depending on size and configuration.

17. PAYMENT DISPUTES AND CHARGEBACK POLICY

Customer agrees not to initiate chargebacks without first contacting Petroff PRO LLC.

18. ORDER CANCELLATION AND PARTIAL REFUND POLICY

Deposits and payments are subject to cancellation fees as outlined in the Terms.

19. PRODUCT MODIFICATION AND INSTALLATION VOID OF RETURN ELIGIBILITY

Any modifications such as painting, drilling, or installation void return eligibility.

Petroff PRO LLC

Lawrenceville, Georgia, United States

www.hood2home.com