

Terms & Conditions

Hometown Closet Company, LLC

- Client has reviewed the proposal in detail and by accepting the proposal, confirms all selected materials and finishes are accurate.
- Client / Homeowner agrees to employ Contractor (Hometown Closet Company, LLC) to perform the work described in the accepted proposal, at the price set forth. Contractor agrees to perform said work in a conscientious manner.
- Your custom-designed space is cut-to-order, and it is not refundable after 3 days that the order is placed. Order is placed when 50% deposit is received. Our goal is to thoroughly explain in great detail how your final space will appear prior to your acceptance of our proposal to avoid any misunderstandings on installation day.
- Client acknowledges that any changes made to design after order goes into production may result in an additional cost of material and or labor and may affect proposed timeline for installation.

Custom Installation Acknowledgements

- Client will receive advanced notice of installation date. If Client changes this date once it is set, Hometown Closet Company will reschedule client for next available installation date according to the size of the project.
- Hometown Closet Company may require changes in installation date due to unforeseen circumstances regarding manufacturer or shipping delays. Hometown Closet Company will reschedule for next available installation date.
- All obstacles are accounted for during initial site measure. If structural, electrical, or HVAC changes are made to the closet after this agreement is accepted, Client may be charged for any new materials or labor resulting from these changes. Hometown Closet Company shall not be responsible for moving electrical, communication wire, duct work, or piping.
- Standard installation may require homeowner baseboards to be cut for a flush fit to the wall.
- Site conditions such as out-of-plumb walls, out of level floors, and out of square corners of the work space may result in industry standard tolerances to accommodate for such conditions. We make every attempt to install our products square and level. Additional trim (including base molding, shoe molding and scribe molding) may be purchased at an additional fee to conceal these possible conditions.
- Client is expected to have closets emptied of all personal possessions including wire shelving and furniture pieces prior to arrival of the installation team.
- Client acknowledges that if we remove existing wire shelving on the day of installation, then we will fill the holes with drywall patch and complete a rough sanding. No touch-up paint or drywall work is included.
- Please do not leave children unattended while we are present.
- Please ensure all pets have been secured for their safety and our team.

Materials

- All panels are covered with a high-quality thermally fused laminate. The premium papers are saturated with expertly blended melamine resins. Our solutions use premium industrial-grade particleboard. The same material used in fine furniture and kitchen cabinets. Our standard vertical panel, shelves, doors, and drawers are ¾" thick with pre-drilled 32 mm system holes for adjustability.
- Unless specifically noted on designs, our systems do not have solid backs. Your walls, patches, and any other existing condition will be visible. Backing for closets is available at an additional cost and should be discussed with your designer prior to approving final plans.

Payment Terms

- A 50% deposit is required at the time of accepting proposal and agreement to process order.
- Final balance of 50% is due upon installation. Unpaid balances over 30 days are subject to be sent to a collection agency.
- If Client chooses to add materials following installation, final balance must be paid in full, and Client will be invoiced for add-ons to be paid in full.
- In the case that installation cannot be completed on scheduled installation date due to supply chain issues, back-ordered accessories, site changes, additions, and/or redesigns, a 40% of the final balance will be collected. The remaining 10% will be collected upon completion.

Referrals

- We may recommend service providers for services we do not offer or cannot do. These providers are independent. We are not responsible for any service you contract with such persons. We recommend performing your due diligence.

Limited Warranty

- Hometown Closet Company will be responsible for any defects in product or workmanship for a period of 1-year from installation date.
- Warranty does not cover misuse of product which includes climbing or stepping on shelves, stacking on shelves with crown molding, pulling or hanging on closet rods, and overloading of shelves or hanging areas (discuss with designer what will be stored in each area for best product selection).

By accepting the custom closet proposal, you agree to the terms and conditions in this agreement.