
D's Garage Door Service LLC

Kevil, KY | dsgaragedoor@hotmail.com

Terms of Service & Messaging Program Disclosure

Effective Date: August 18, 2026

SECTION 1 - ACCEPTANCE OF TERMS

By scheduling, requesting, or receiving services from D's Garage Door Service LLC, customers agree to be bound by these Terms of Service in their entirety. Use of any company communication channel — including telephone, text message (SMS), or web form — constitutes full acceptance of these Terms. If you do not agree to these Terms, please do not use our services or communication channels.

SECTION 2 - SERVICES PROVIDED

D's Garage Door Service LLC provides residential and commercial garage door installation, repair, maintenance, and replacement services in and around Kevil, KY and the surrounding areas. All services are subject to the following conditions:

- Technician availability and scheduling capacity at the time of request.
- Availability of required parts and materials from suppliers.
- Accessibility of the service location and compliance with safety standards.

- Geographic service area limitations as determined by the company at its sole discretion.

SECTION 3 - MESSAGING PROGRAM DISCLOSURE

① Required Compliance Disclosure — Please Read Carefully

This section contains legally required disclosures regarding D's Garage Door Service LLC's SMS/text messaging program. Customers who provide a mobile phone number and opt in to receive messages are subject to all terms described below.

3.1 Program Name

D's Garage Door Service LLC SMS Messaging Program.

3.2 Program Description

By providing your mobile phone number and opting in to our messaging program, you expressly consent to receive text messages (SMS) from D's Garage Door Service LLC. Messages may include, but are not limited to:

- Appointment confirmations and service reminders.
- Service estimates and invoices.
- Follow-up messages regarding completed work.
- Promotional offers and service specials.
- Important account or service updates.

3.3 Message & Data Rates Disclosure

Message and data rates may apply. Customers are solely responsible for any charges assessed by their wireless carrier in connection with receiving text messages from D's Garage Door Service LLC. The company is not

responsible for any fees or charges incurred from your wireless carrier as a result of participating in this messaging program.

3.4 Message Frequency

Message frequency varies based on service activity. Customers may receive **up to 4 messages per month**. Appointment reminder messages may be sent up to 24 hours before a scheduled service appointment.

3.5 How to Opt In

Customers may opt in to receive SMS messages from D's Garage Door Service LLC by any of the following methods:

- Providing their mobile phone number when scheduling a service appointment.
- Texting **START** to the company's designated business number.
- Completing an opt-in form on the company website or at the time of service.

3.6 Opt-Out Instructions

You may stop receiving text messages at any time by replying **STOP** to any message received from D's Garage Door Service LLC. Upon receipt of your STOP request, you will receive a single confirmation message acknowledging your opt-out. No further messages will be sent unless you choose to opt back in. You may also contact us directly by phone or email to be removed from our messaging list.

3.7 Customer Support Contact Information

For help with the messaging program or to manage your communication preferences, customers may use any of the following options:

- Text **HELP** to our designated business number for automated assistance.
- Call us directly during regular business hours.

- Email: **dsgaragedoor@hotmail.com**
- Location: Kevil, KY

3.8 Privacy Policy

Your personal information, including your mobile phone number, is collected and used solely for the purposes described in this document and in connection with the delivery of services. **D's Garage Door Service LLC does not sell, share, or rent your personal information to third parties for marketing or any other purposes.** A full Privacy Policy is available upon request or on our company website. By opting in to our messaging program, you acknowledge and agree to our Privacy Policy.

3.9 Carrier Disclaimer

Wireless carriers are not liable for delayed or undelivered messages. Message delivery is subject to wireless carrier availability, network conditions, and other factors beyond the control of D's Garage Door Service LLC. The company makes no guarantees regarding delivery times or delivery success of SMS messages.

SECTION 4 - COMMUNICATION RULES & TEXTING ETIQUETTE

- All SMS communications from D's Garage Door Service LLC will be sent from a designated business number.
- Customers agree not to send abusive, threatening, or otherwise inappropriate messages to company representatives through any communication channel.
- Response times to text messages during business hours are typically within two (2) hours. Messages received outside of business hours will be addressed the following business day.

- For emergencies or urgent service needs, customers are strongly encouraged to contact us by telephone rather than SMS.

SECTION 5 - SERVICE APPOINTMENTS & SCHEDULING

- Customers are responsible for ensuring that a person who is **18 years of age or older** is present at the service address during the entire scheduled appointment window.
- Cancellation or rescheduling requests must be made at least **24 hours in advance** of the scheduled appointment time.
- Missed appointments without advance notice may be subject to a service call fee, the amount of which will be communicated at the time of scheduling or upon request.
- D's Garage Door Service LLC reserves the right to reschedule appointments at its discretion due to inclement weather, technician unavailability, parts delays, or other circumstances beyond its control. Customers will be notified of rescheduling as promptly as possible.

SECTION 6 - ESTIMATES & PAYMENT

- All estimates are provided in good faith and are based on available information at the time of assessment. Estimates are subject to change based on actual conditions found on-site at the time of service.
- Full payment is due upon completion of service, unless alternative payment arrangements have been agreed upon in writing prior to the commencement of work.
- Accepted payment methods will be communicated to the customer at the time of service scheduling or upon request.

- Past-due balances may be subject to collection proceedings, including referral to a third-party collections agency. Customers are responsible for any associated collection costs.

SECTION 7 - WARRANTIES

- Labor performed by D's Garage Door Service LLC is warranted against defects in workmanship for a period of **thirty (30) days** from the date of service completion, unless a different warranty period is expressly stated in writing at the time of service.
- Parts and products installed by D's Garage Door Service LLC may carry separate manufacturer warranties. Documentation of applicable manufacturer warranties will be provided to the customer upon request.
- All labor and parts warranties are **void** if the customer or any unauthorized third party tampers with, modifies, improperly uses, or otherwise alters the repaired or installed components following service completion.
- Warranty claims must be submitted directly to D's Garage Door Service LLC within the applicable warranty period. Claims submitted after the warranty period has expired will not be honored under warranty.

SECTION 8 - LIMITATION OF LIABILITY

- D's Garage Door Service LLC shall not be held liable for any indirect, incidental, special, or consequential damages arising out of or related to the performance of services, including but not limited to:

- Property damage caused by pre-existing structural deficiencies or conditions.
 - Damage resulting from the use of customer-supplied parts or materials.
 - Damage caused by events beyond the company's reasonable control, including acts of God, extreme weather events, or power surges.
- The total aggregate liability of D's Garage Door Service LLC for any claim arising from a specific service shall not exceed the total amount paid by the customer for that specific service.
- D's Garage Door Service LLC is fully licensed and insured. A certificate of insurance is available upon request.

SECTION 9 - CUSTOMER RESPONSIBILITIES

- Customers are responsible for providing accurate and complete information about their garage door system, including make, model, age, and any prior repairs, modifications, or known issues.
- Customers must ensure that the work area is clear, accessible, and safe for technicians prior to and during the service appointment.
- Customers are responsible for the safety and supervision of children, pets, and bystanders in and around the work area during the entire duration of the service.
- Customers are financially responsible for the cost of any repairs necessitated by misuse, neglect, failure to follow manufacturer guidelines, or damage caused by third parties unrelated to D's Garage Door Service LLC's work.

SECTION 10 - DISPUTE RESOLUTION

In the event of a dispute arising from or related to services provided by D's Garage Door Service LLC, the customer agrees to first contact the company directly in good faith to attempt an informal resolution. If a satisfactory resolution cannot be reached through direct communication, the following shall apply:

- All disputes shall be governed by and construed in accordance with the **laws of the State of Kentucky**.
- Where applicable, unresolved disputes shall be submitted to **binding arbitration** or resolved through **small claims court in McCracken County, Kentucky**.
- The prevailing party in any such proceeding shall be entitled to recover reasonable costs and fees as permitted by law.

SECTION 11 - CHANGES TO THESE TERMS

D's Garage Door Service LLC reserves the right to update, modify, or replace these Terms of Service at any time at its sole discretion. Customers will be notified of material or significant changes via SMS or email, where contact information is on file. Continued use of our services following notification of any changes constitutes the customer's acceptance of the revised Terms of Service. The most current version of these Terms will be available upon request.

SECTION 12 - CONTACT INFORMATION

For questions, concerns, or inquiries regarding these Terms of Service or any aspect of our services, please contact us using the information below:

Contact Method	Details
Company Name	D's Garage Door Service LLC
Location	Kevil, KY, United States
Email	dsgaragedoor@hotmail.com
SMS Support	Text HELP to our designated business number
Opt-Out	Text STOP to any message to unsubscribe from SMS

CUSTOMER ACKNOWLEDGMENT

By scheduling, requesting, or receiving services from D's Garage Door Service LLC, or by providing your mobile phone number and opting in to receive SMS communications, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service & Messaging Program Disclosure in their entirety.

Customer Signature

Date

Printed Name

Mobile Phone Number (if opting in to SMS)