

Terms of Use and Service Terms (Design Roof Services LLC)

Design Roof Services LLC

Website: www.designroofservicesllc.com

Effective Date: February 10, 2026 (update anytime)

1) Acceptance of Terms

By using this website, requesting an estimate, scheduling services, making a payment, or communicating with us, you agree to these Terms.

2) Website Use

You agree not to:

- Use the site for unlawful purposes
- Attempt to disrupt, hack, or interfere with the website or systems
- Copy site content without permission, except as allowed by law

3) Estimates, Proposals, and Scope of Work

- Estimates and proposals are based on visible conditions and information available at the time
- Roofing projects can involve hidden or unforeseen conditions (e.g., decking damage, moisture intrusion, code requirements) that may require a change order or revised scope/pricing
- The final scope of work, timeline, and price are governed by your signed proposal/contract/work order, not general website content

4) Scheduling, Delays, and Cancellations

- Scheduling depends on weather, material availability, permitting, and crew availability
- Start dates and completion dates are estimates unless specifically guaranteed in writing
- Cancellation/rescheduling policies (if any) will be stated in your proposal/contract/work order

5) Customer Responsibilities

You agree to:

- Provide accurate information and safe access to the work area

- Disclose known hazards (power lines, fragile areas, pets, locked gates, etc)
- Obtain HOA/landlord approvals if needed
- Secure valuables and move vehicles/items as requested for safe work access

6) Payments and Invoicing (QuickBooks Online)

- We may send invoices and payment requests through a **QuickBooks Online (QBO) payment link**
- Payments are typically processed by Intuit/QuickBooks or its payment processors under their terms and privacy policies
- We may receive confirmation details (paid/unpaid status, amount, date/time)
- Any fees, late charges, deposits, or refund rules will be defined in your proposal/contract/work order where applicable

7) Warranties

Any workmanship warranty and terms are defined in your written agreement with us. Manufacturer warranties (if applicable) are provided by the manufacturer and subject to their terms.

8) Disclaimers

- Website content is provided for general informational purposes and may not reflect all conditions, pricing, code requirements, or project variables
- The website is provided “as is” and may include errors or interruptions

9) Limitation of Liability

To the fullest extent permitted by law, Design Roof Services LLC is not liable for indirect, incidental, special, consequential, or punitive damages arising from use of the website or communications. If liability is found, our total liability is limited to the amount you paid us for the specific service giving rise to the claim, unless otherwise required by law.

10) Text Messaging (SMS) Terms

By texting us at any of our phone numbers or providing your phone number, you agree to receive texts from Design Roof Services LLC.

Service texts may include scheduling, reminders, status updates, estimate follow-ups, billing and support.

Marketing texts may be sent only if you opt in.

SMS disclosure:

- Message frequency varies
 - Message and data rates may apply
 - Reply **STOP** to opt out
 - Reply **HELP** for help
 - Carriers are not liable for delayed or undelivered messages
- Consent is not a condition of purchase.

11) Third-Party Links and Services

Our website may link to third-party sites or tools (including payment links). We are not responsible for third-party content, privacy practices, or terms.

12) Governing Law and Venue

These Terms are governed by the laws of the **State of New Mexico**. Venue for disputes will be in **Eddy County, New Mexico**, unless otherwise required by law.

13) Changes to Terms

We may update these Terms at any time by posting the updated version on our site with a new effective date.

14) Contact

Design Roof Services LLC

423 W. Greene St., Carlsbad, NM 88220

(575) 689-5220

info@designroofservicesllc.com