



## Howard Roofing & Construction - Terms of Service

### 1. Appointments & Cancellations

Appointments are confirmed once scheduled by our team. For paid services, cancellations or rescheduling within 24 hours of the appointment may result in a forfeited payment or fee. Free consultations and inspections can be rescheduled or canceled at any time without charge.

### 2. No-Shows & Late Arrivals

No-shows for paid services may result in forfeiture of payment or require prepayment for future bookings. Clients arriving more than 15 minutes late may be asked to reschedule.

### 3. Weather Policy

Work is scheduled weather permitting. If conditions are unsafe, we will reschedule your appointment at the earliest possible date.

### 4. Payments

Payment terms are outlined at the time of booking. Credit/debit cards are processed via ThrivePay (3.99% fee applies). Checks are accepted with a \$7 processing fee. No fees apply for cash payments.

### 5. Financing

Financing is offered through third-party providers via Thryv. Approval is not guaranteed and financing arrangements are managed directly by the provider, not Howard Roofing & Construction.

### 6. Access & Safety

Clients are responsible for providing safe and timely access to the work area. Please secure pets and valuables during our visit.

### 7. Privacy

All client information is used only for business purposes such as scheduling, communication, and service delivery. We do not sell or share your information with third parties.

### 8. Limitation of Liability

Howard Roofing & Construction is not liable for delays caused by circumstances outside of our control, including but not limited to weather or acts of God.

## **9. Policy Changes**

We may update these Terms of Service from time to time. The latest version will always be available on our website or by request.

## **10. Contract Commitment & Right to Cancel**

Clients have the right to cancel a signed contract within three (3) business days, as required by law for in-home sales or contracts signed off-site. After this period, the contract is binding, and cancellations may result in forfeiture of deposits or additional fees as stated in your contract.

## **11. Completion of Work & Payment Terms**

Invoices are due upon completion of work unless otherwise agreed in writing. Any outstanding balance not paid within 15 days of the invoice date may be subject to a late fee of 1.5% per month (18% annual rate), or: \$35 per month for balances up to \$5,000, \$75 per month for balances over \$5,000 (whichever is greater), until paid in full. Howard Roofing & Construction reserves the right to pursue collections for unpaid balances.

## **Contact Us:**

Questions? Call (910) 540-7726 or email [info@howardroofingconstruction.com](mailto:info@howardroofingconstruction.com).