

Thanks for choosing us to provide your installation or service!

Before we arrive please review this list and have the applicable items prepared for us...

IMPORTANT

- If you or anyone that will be present during our visit is experiencing Flu like symptoms, please reschedule
- Request for Services is an agreement to our Universal Sales & Service Agreement (available on our website)
- Payment, Fees & other Charges information please refer to our Pricing Disclosure (available on our website)
- Someone of age **18+** must be immediately available at all times during our visit.
- All appointments are scheduled with a minimum of a **1 hour arrival window** (reminder will advise of changes)
- You will be notified initially about your appointment via text and email.
- Additional appointment updates are sent via **Text only**, be sure we have your cell phone number!

What we need from you when we arrive:

- Reasonable access to and use of: electrical outlets, restroom facilities, parking, unloading areas, etc.
- **Clear Pathways** to and from all work areas, we recommend you remove fragile items from pathways.
- Security doors – we must be given a Door Code / Access Key we may use for the length of the project.
- **Pets & Children must be kept clear of work areas** and pathways for the duration of the visit.
- We will provide basic protection of surfaces as needed, such as wearing booties or using drop clothes. Additional protection is up to you, but associates can not remove their shoes for safety reasons.
- **If you are supplying your own installation parts** such as TV, mounts, equipment, furniture- it is your responsibility to ensure these items are ready, on-site, functional, properly rated, and compatible.
- **If you are supplying source devices** like cable boxes, please have them activated prior to our arrival.
- **Logins & Passwords** for your Wifi, Apps, etc should be confirmed working & written down ahead of time

Payments

Payments are due in full at completion of visit upon request, unless your account has been approved for payment Terms. If you have saved a payment source in your account, then this may be used automatically.

We accept the following payment methods:

- All major Bank or Credit Cards
- Digital Wallet (in person only)
- Physical Check
- ACH available via our portal only

Make all payments payable to Iron Hill AV only!

We do NOT accept Cash!

NOTICE: All time on-site is tracked & billable even if quoted a specific number, if something falls outside of the scope of work quoted and agreed upon, we may charge you for that extra time - This includes time for you to complete steps above, change orders, waiting for passwords or logins, etc. Having these things ready will help us get the work completed quicker, and it will be less likely that you may incur additional charges.