

JACKSON'S Window Shoppe Inc.

Est. 1962

633 Lausch Lane
Lancaster, PA 17601

www.jacksonswindowshoppe.com

Phone: (717) 394-8673

Installation / Service Call – Terms & Conditions:

Pet Safety Notice

For the safety of your pets and our technicians, all pets must be **securely confined to a separate room** during your appointment.

Please note:

1. Pet-related injuries or damage may result in the pet owner being held financially responsible.
2. If a pet is unconfined, the service may be refused, and **trip charges will still apply**.

We appreciate your cooperation in creating a safe, distraction-free environment.

Preparation Guidelines

- **Installation Readiness:** All areas must be fully prepared unless phased installation is pre-arranged. If the site is not ready, additional trip and labor charges will apply.
 - **Window Treatments:** Unless noted in your proposal, **existing window treatments must be removed** prior to our arrival. If not, a removal fee will be charged. In some cases, the appointment may need to be rescheduled, incurring a rescheduling fee.
 - **Clear Access:** Please clear all windowsills and move any furniture blocking access to windows. Jackson's Window Shoppe, Inc. is not liable for damage to personal items left in or around the installation area.
 - **Parking:** If there are specific parking instructions for your location, please inform us in advance so we can notify the installation team.
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Delays and Cancellations

- Installers will wait up to **15 minutes** for a customer to be present. If no one is available within that time, the appointment will be cancelled, and **trip charges will still apply**.
 - **Additional wait time** due to site inaccessibility will be billed at **\$75/hour per installer**.
 - If cancellation occurs on-site due to unprepared conditions, **additional charges will apply**.
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Repair Services

Repair services are offered only for products that were verifiably purchased through Jackson's Window Shoppe, Inc. Please be aware that products over **10 years of age** may not be repaired if parts are no longer available.

For questions or concerns, please contact us at (717) 394-8673, or feel free to email your sales representative.