



Service Request & Emergency Service

By requesting service from All Pro Shade Concepts LLC, the customer acknowledges and agrees to the following terms and conditions:

Standard Service Requests

- Standard service calls are billed at a \$125 service fee.
- Service appointments are scheduled during normal business hours (field hours 7:00am-2:30pm) based on technician availability and route scheduling.
- The standard service fee covers the initial service visit, inspection, and diagnosis. Any additional labor, parts, or repairs will be quoted separately unless otherwise stated.

Emergency Service Requests

- Same-day guaranteed service and after-hours service are both classified as Emergency Service Requests and are billed at a \$350 Emergency Service Fee (any call after 12:00pm noon will be classified as an Emergency).
- The Emergency Service Fee applies regardless of the product's installation date and payment is due before dispatch, warranty status, or previous service history. This fee is in addition to any applicable repair, labor, travel, or replacement part charges.
- Emergency service is provided based on the urgency of the request and technician availability. While every effort will be made to respond promptly, response times may vary depending on workload and circumstances. Techs may not be available until the next day
- The Emergency Service Fee is non-refundable once a technician has been dispatched.

By requesting a standard or emergency service appointment, the customer authorizes All Pro Shade Concepts LLC to dispatch a technician and agrees to pay the applicable service fee. Service fees are due before dispatch and regardless of whether repairs can be completed during the initial visit.

Thank you for choosing All Pro Shade Concepts LLC. We appreciate the opportunity to serve you and are committed to providing prompt, professional service.