

CONFIRMATION FOR AMERIGLIDE CURVED STAIRLIFT

1. **PROCESS:** Curved stair lifts are custom made products. As such, the measurement process is vitally important. AmeriGlide uses state of the art digital measurement survey equipment to provide the most accurate measurements hence correctly manufactured end product. The process is as follows.
 - A. Once your order is placed it is turned over to the installation division. You will be contacted within 2 business day from the date of your order to arrange for a measurement date. The measurement process will typically occur within 5 business days from date of order.
 - B. The agent processing your order will send you this "Confirmation for AmeriGlide Curved Stair Lift" document for your review and signature. This must be returned prior to measurement.
 - C. The measurement survey typically takes between 2 to 4 hours depending upon the complexity of the project.
 - D. The data obtained during the digital measurement process will be transmitted to the corporate office while the technician is still at your home/business via our wireless communication systems.
 - E. The corporate office will review the measurement survey to assure completeness of data prior to the technician leaving the location.
 - F. The data will be processed the next business day and sent to the factory for the creation of a CAD drawing.
 - G. The CAD drawing will be processed within 2 business days.
 - H. The CAD drawing will be sent to the client for approval and sign off.
 - I. Once the client signs off on the lift design it is released for manufacturing.
 - J. The manufacturing process takes 7 to 10 business days.
 - K. The product is shipped which generally takes 3 to 5 business days.
 - L. Once the product arrives at the terminal installation can be scheduled.
 - M. Installation will normally take 6 to 8 hours.The total process from date of order to installation will take approximately 30 calendar days.
2. **CUSTOM LIFT-NO RETURNS:** Each curved stair lift must be custom manufactured to suit the unique requirements of the site. The unit is manufactured to the exact dimensions of the site application as determined by the digital survey and no two applications are alike. Lifts go into factory production immediately upon submission of the order to the factory which is after customer signs off on the CAD drawing (G above). Accordingly, AmeriGlide has a substantial investment in resources and labor and as such we have a 25% cancellation fee for any order cancelled after the measurement survey (B above) but prior to submission for production (G above), 50% once the lift is in production. Once a custom stair lift order has been shipped it cannot be canceled or returned. The shipment cannot be refused. No refund will be made for orders of this status.
3. **DELIVERY INFORMATION:** The "ship to address" for your order will be a qualified UPS terminal nearest your installation OR your home or business as elected in the purchase process. If shipped to your home or business the lift/lifts will arrive on pallets, unloaded from the truck, and moved to either your nearest porch or garage. The shipment will not be put inside your house. The installer will bring the equipment inside when they arrive. If shipped to the nearest UPS terminal our installer will pick up the lift/lifts. You will be notified immediately upon arrival of your lift at the terminal and you should immediately notify us so we can arrange installation. Generally, we have 3 business days to pick up your lift. After 3 business days some freight terminals will charge daily storage fees. Again, it is very important that you notify us immediately after you are advised the shipment has arrived.
4. **COMMERCIAL CODES & REQUIREMENTS:** We prepare curved lifts for commercial use for every state in the union. Our curved lifts standard package meets federal requirements. We cannot keep up with local requirements nor can we anticipate any unique demands made by state or local inspectors. You must tell us of any unique needs specified by state or local inspectors, and we will assist you with meeting those needs. In every case where a commercial lift is installed you shall have it inspected prior to initial use.

SIGNED: _____ DATE: _____

PRINTED NAME: _____