



Terms and Conditions

Welcome to The Door District! We're delighted that you've chosen to engage with our products and services. To ensure clarity, transparency, and a mutually beneficial business relationship, we have established these terms and conditions. By accessing and using our products or services, you are agreeing to abide by the terms laid out in this document. It is important that you read and understand these terms before proceeding. If you have any questions or concerns, please don't hesitate to contact our customer support team. Thank you for choosing us!

Orders:

All purchases are accepted and processed in accordance with these terms and conditions, as outlined in the purchase acknowledgement. The acknowledgement serves as either a copy of the order or an electronic transaction record. Upon receipt of the acknowledgement, the Seller is obligated to deliver the relevant goods.

Prices and transportation:

The Buyer should be aware that the Seller is not liable for any taxes or government-imposed charges on the goods during sale or transfer. Prices on this website are subject to change without prior notice. All prices are determined on a per-dollar basis

The Seller determines the route and shipping method unless the Buyer provides alternative instructions. Ownership of the goods is transferred to the Buyer upon delivery to the designated destination. Any attempt to refuse acceptance of the product constitutes a rejection of this agreement.

Indemnification:

By agreeing to this statement, the Buyer commits to indemnify, defend, and protect the Seller (along with all affiliated companies, employees, agents, and business partners) from any claims, losses, damages, liabilities, and expenses, including attorney fees, arising from deficiencies or defects in the product caused by the Buyer's improper use, storage, modification, with or without the Seller's consent, or the violation of the terms and conditions described herein.

Special orders:

The Door District does not refund or accept in return any special order, customized order by any means.

Delivery:

Curbside delivery service means that your item will be delivered to the curb at the end of your driveway. Placement of the item on the driveway, sidewalk, or inside your home, as well as package removal, is not included in the service.

Please ensure that you provide a valid street address when placing your order. If you discover an error in the delivery address, you must contact us within 24 hours of order placement. If the product is shipped to an incorrect address, the buyer will be responsible for any additional shipping and handling charges

Upon receiving a shipment or delivery, it is imperative that the customer inspects the contents of each package before signing the bill of lading. Any visible damage must be promptly documented on the bill of lading. Furthermore, it is equally crucial to open all received boxes and thoroughly examine the products for any concealed damage at the time of delivery. If the driver does not permit an inspection of the freight, kindly make a note of this on the bill of lading.

All damages must be reported to the Seller within **48 hours** from the shipment or delivery date. Failure to adhere to these guidelines may disqualify customers from receiving merchandise replacement. Please note that the Seller is not responsible for transportation, shipping, removal, labor, or installation charges, or any other costs associated with the replacement of the Product.

Order modification or cancelation:

Cancellation of an order is subject to the Seller's approval in writing, signed by the Seller. Changes to the order can only be made within 48 hours of document signing. If the order is canceled after 48 hours, a four percent (4%) transaction fee for Credit Card transactions will be deducted.

The Seller may impose terms that require indemnification to prevent any losses. Once the order has been delivered to a carrier, cancellations will only be accepted with the inclusion of a cancellation fee equal to twenty percent (20%) of the order price. Please note that shipping costs are non-refundable if the item has already been shipped

Additional Expenses. TDD reserves the right to charge additional expenses at the time of delivery in the event additional expenses are required, including but not limited to, the modification of measurements or difficulty at the time of handling the goods.

Refunds and returns:

Once the order is received, the customer has 48 hours to inspect their orders and promptly communicate any concerns within the period of time to ensure timely resolution. Once 48 hours have elapsed since the receipt of the order, The Door District does not provide refunds or accept returns for the purchase. It is essential to note that our refund and return policy is strictly enforced, and any requests made beyond this specified time frame will not be accommodated.

The Buyer is responsible for covering all shipping charges for returning goods, and it's important to note that shipping costs are non-refundable. Refunds will be processed exclusively upon the receipt of the return orders at our warehouse and subsequent warehouse inspection. Please be aware that we can only accept non-damaged products for return. Goods that have been installed, including doors, are considered 'received' and cannot be returned.

Payment Terms:

In person purchase: The Buyer must pay a 50% non-refundable deposit of the total value of any stock item or custom-made order at the time Buyer places an order. The Buyer must pay the remaining 50% of the total value of the order upon the order's arrival at TDD's warehouse. Any balance due under this agreement or invoice will incur a 2% interest rate per month. Payment may be made by ACH or check. A \$25 fee will be added to any checks returned for insufficient funds. Payment terms shall be stated on the estimate, sales order, and invoice.

Taxes:

The Buyer acknowledges that the government may impose additional taxes or charges upon the sale or transfer of the Products. These taxes, along with all relevant freight costs, are incorporated into the total amount on the invoice.

Liability:

The Door District assumes no responsibility for any damages, loss of business, or other incidental or consequential issues that may arise from the purchase, installation, and/or use of the products acquired from this site. The Buyer agrees that for any liability associated with the purchase of products or services on this site, including warranty claims, breach of contract, negligence, or tort, the Seller's liability is limited to the amount paid by the Buyer during the purchase of the products or services under this agreement. It is important to note that in some states, the exclusion or limitation of incidental or consequential damages may not be applicable to you.

Pick up:

If the customer chooses to pick up the order personally, they are welcome to do so. The pickup location is as follows: 10471 NW 36th St, Doral, FL 33178 USA. We kindly request that all orders be picked up within 7 days after receiving notification. Failure to do so will result in a storage fee of \$80 per day.

Questions

Contact our Customer Care team at 786-502-4752 or email us at support@thedoordistrict.com.
Our Customer Care team is available Monday through Friday from 8:00 am to 4:00 pm (East).