



# Contract - Detailed

Phone:

Fax:

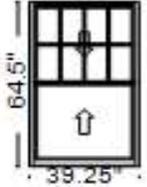
**Sales Rep Name:** Clancy, Ryan  
**Sales Rep Phone:** 978-373-2500  
**Sales Rep Fax:**  
**Sales Rep E-Mail:** clancyrp@pellaboston.com

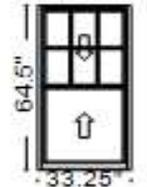
Customer Information	Project/Delivery Address	Order Information
<p>Susan Daly</p> <p>BRIGHTON, MA 02135</p> <p><b>Primary Phone:</b> (617) 4130623</p> <p><b>Mobile Phone:</b></p> <p><b>Fax Number:</b></p> <p><b>E-Mail:</b></p> <p><b>Great Plains #:</b> 35958252</p> <p><b>Customer Number:</b> 1010913002</p> <p><b>Customer Account:</b> 1007131687</p>	<p>Brighton, MA</p> <p><b>Lot #</b></p> <p>Brighton, MA 02135</p> <p><b>County:</b></p>	<p><b>Quote Name:</b> 4 Windows</p> <p><b>Order Number:</b> 741RC1562</p> <p><b>Quote Number:</b> <b>16382054</b></p> <p><b>Order Type:</b> Installed Sales</p> <p><b>Payment Terms:</b> Deposit/C.O.D.</p> <p><b>Tax Code:</b> MA TAX 6.25</p> <p><b>Quoted Date:</b> 1/15/2023</p>

Line #	Location:	Attributes	Item Price	Qty	Ext'd Price
1	None Assigned	Delivery/Set-Up - Delivery/Set-Up	\$842.76	1	\$842.76

Minimum Order Fee - Minimum Order Under 3 FF or 5 PF

Qty 1

Line #	Location:	Attributes			
10	LIVING ROOM	<b>Architect, Traditional, Replacement Double Hung, 39.25 X 64.5, Brown</b>	<b>Item Price</b>	<b>Qty</b>	<b>Ext'd Price</b>
			\$2,866.01	2	\$5,732.02
	 <p>Viewed From Exterior</p>	<p>PK # 2127</p> <p><b>1: Traditional, Non-Standard Size Non-Standard Size Double Hung, Equal</b>  <b>Frame Size:</b> 39 1/4 X 64 1/2  <b>General Information:</b> Standard, Style, Clad, Pine, 4 3/4", 3 1/4"  <b>Exterior Color / Finish:</b> Painted, Standard Enduraclad, Brown  <b>Interior Color / Finish:</b> Prefinished White Paint Interior  <b>Sash / Panel:</b> Ogee, Ogee, Standard, No Sash Lugs  <b>Glass:</b> Insulated Dual Low-E Advanced Low-E Insulating Glass Argon Non High Altitude  <b>Hardware Options:</b> Cam-Action Lock, White, No Window Opening Control Device, No Limited Opening Hardware, No Sash Lift, No Integrated Sensor  <b>Screen:</b> Full Screen, Standard EnduraClad, Brown, Standard, InView™  <b>Performance Information:</b> U-Factor 0.30, SHGC 0.26, VLT 0.48, CPD PEL-N-233-00639-00001, Performance Class CW, PG 50, Calculated Positive DP Rating 50, Calculated Negative DP Rating 50, Year Rated 08 11, Clear Opening Width 35.875, Clear Opening Height 28.187, Clear Opening Area 7.022282, Egress Meets Typical 5.7 sqft (E) (United States Only)  <b>Grille:</b> ILT, No Custom Grille, 7/8", Traditional (4W2H / 0W0H), Ogee, Ogee  <b>Wrapping Information:</b> No Exterior Trim, Pella Recommended Clearance, Perimeter Length = 208".</p>			
	<p><b>Frame Size:</b> 39.25" X 65.2343"</p>				
		<p><b>Express Pocket (2023) - Express Pocket (2023)</b> Qty 1</p> <p><b>Lead Safe Install (2023) - Lead Safe Install (2023)</b> Qty 1</p> <p><b>City Logistics (2023) - City Logistics (2023)</b> Qty 1</p>			

Line #	Location:	Attributes			
15	LIVING ROOM	<b>Architect, Traditional, Replacement Double Hung, 33.25 X 64.5, Brown</b>	<b>Item Price</b>	<b>Qty</b>	<b>Ext'd Price</b>
			\$2,627.76	2	\$5,255.52
	 <p>Viewed From Exterior</p>	<p>PK # 2127</p> <p><b>1: Traditional, Non-Standard Size Non-Standard Size Double Hung, Equal</b>  <b>Frame Size:</b> 33 1/4 X 64 1/2  <b>General Information:</b> Standard, Style, Clad, Pine, 4 3/4", 3 1/4"  <b>Exterior Color / Finish:</b> Painted, Standard Enduraclad, Brown  <b>Interior Color / Finish:</b> Prefinished White Paint Interior  <b>Sash / Panel:</b> Ogee, Ogee, Standard, No Sash Lugs  <b>Glass:</b> Insulated Dual Low-E Advanced Low-E Insulating Glass Argon Non High Altitude  <b>Hardware Options:</b> Cam-Action Lock, White, No Window Opening Control Device, No Limited Opening Hardware, No Sash Lift, No Integrated Sensor  <b>Screen:</b> Full Screen, Standard EnduraClad, Brown, Standard, InView™  <b>Performance Information:</b> U-Factor 0.30, SHGC 0.26, VLT 0.48, CPD PEL-N-233-00639-00001, Performance Class CW, PG 50, Calculated Positive DP Rating 50, Calculated Negative DP Rating 50, Year Rated 08 11, Clear Opening Width 29.875, Clear Opening Height 28.187, Clear Opening Area 5.847824, Egress Meets Typical 5.7 sqft (E) (United States Only)  <b>Grille:</b> ILT, No Custom Grille, 7/8", Traditional (3W2H / 0W0H), Ogee, Ogee  <b>Wrapping Information:</b> No Exterior Trim, Pella Recommended Clearance, Perimeter Length = 196".</p>			
	<p><b>Frame Size:</b> 33.25" X 65.2343"</p>				
		<p><b>Express Pocket (2023) - Express Pocket (2023)</b> Qty 1</p> <p><b>Lead Safe Install (2023) - Lead Safe Install (2023)</b> Qty 1</p> <p><b>City Logistics (2023) - City Logistics (2023)</b> Qty 1</p>			

For more information regarding the finishing, maintenance, service and warranty of all Pella® products, visit the Pella® website at [www.pella.com](http://www.pella.com)

## Thank You For Purchasing Pella® Products

**PELLA WARRANTY:**

Pella products are covered by Pella's limited warranties in effect at the time of sale. All applicable product warranties are incorporated into and become a part of this contract. Please see the warranties for complete details, taking special note of the two important notice sections regarding installation of Pella products and proper management of moisture within the wall system. Neither Pella Corporation nor the Seller will be bound by any other warranty unless specifically set out in this contract. However, Pella Corporation will not be liable for branch warranties which create obligations in addition to or obligations which are inconsistent with Pella written warranties.

Clear opening (egress) information does not take into consideration the addition of a Rolscreen [or any other accessory] to the product. You should consult your local building code to ensure your Pella products meet local egress requirements.

Per the manufacturer's limited warranty, unfinished mahogany exterior windows and doors must be finished upon receipt prior to installing and refinished annually, thereafter. Variations in wood grain, color, texture or natural characteristics are not covered under the limited warranty.

**INSYNCTIVE PRODUCTS:** In addition, Pella Insynctive Products are covered by the Pella Insynctive Products Software License Agreement and Pella Insynctive Products Privacy Policy in effect at the time of sale, which can be found at [Insynctive.pella.com](https://www.pella.com). By installing or using Your Insynctive Products you are acknowledging the Insynctive Software Agreement and Privacy Policy are part of the terms of sale.

Notice of Collection of Personal Information: We may collect your personal information when you interact with us. Under the California Consumer Privacy Act (CCPA), California residents have specific rights to request this information, request to delete this information, and opt out of the sharing or sale of this information to third parties. To learn more about our collection practices and your rights under the CCPA please visit our link <https://www.pella.com/california-rights-policy/> at [pella.com](https://www.pella.com).

**ARBITRATION AND CLASS ACTION WAIVER ("ARBITRATION AGREEMENT")**

**YOU and Pella and its subsidiaries and the Pella Branded Distributor AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS (INCLUDES PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES. YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS.** You may opt out of this Arbitration Agreement by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Pella Goods. To opt out, You must send notice by e-mail to [pellawebsupport@pella.com](mailto:pellawebsupport@pella.com), with the subject line: "Arbitration Opt Out" or by calling (877) 473-5527. Opting out of the Arbitration Agreement will not affect the coverage provided by any applicable limited warranty pertaining to Your Pella Products. For complete information, including the full terms and conditions of this Arbitration Agreement, which are incorporated herein by reference, please visit [www.pella.com/arbitration](http://www.pella.com/arbitration) or e-mail to [pellawebsupport@pella.com](mailto:pellawebsupport@pella.com), with the subject line: "Arbitration Details" or call (877) 473-5527. D'ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF ("convention d'arbitrage") EN FRANÇAIS SEE PELLA.COM/ARBITRATION. DE ARBITRAJE Y RENUNCIA COLECTIVA ("acuerdo de arbitraje") EN ESPAÑOL VER PELLA.COM/ARBITRATION.

Seller shall not be held liable for failure or delay in the performance of its obligations under this Agreement, if such performance is hindered or delayed by the occurrence of an act or event beyond the Seller's reasonable control (force majeure event), including but not limited to earthquakes, unusually severe weather and other Acts of God, fire, strikes and labor unrest, epidemics, riots, war, civil unrest, and government interventions. Seller shall give timely notice of a force majeure event and take such reasonable action to mitigate the impacts of such an event.

**Product Performance Information:**

U-Factor, Solar Heat Gain Coefficient (SHGC), and Visible Light Transmittance (VLT) are certified by the National Fenestration Rating Council (NFRC). Manufacturer stipulates that these ratings conform to applicable NFRC procedures for determining whole product performance. NFRC ratings are determined for a fixed set of environmental conditions and a specific product size. NFRC does not recommend any products and does not warrant the suitability of any product for

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any specific use.

Design Pressure (DP), Performance Class, and Performance Grade (PG) are certified by a third party organization, in many cases the Window and Door Manufacturers Association (WDMA). The certification requires the performance of at least one product of the product line to be tested in accordance with the applicable performance standards and verified by an independent party. The certification indicates that the product(s) of the product line passed the applicable tests. The certification does not apply to mulled and/or product combinations unless noted. Actual product results will vary and change over the products life.

For more performance information along with information on Florida Product Approval System (FPAS) Number and Texas Dept. of Insurance (TDI) number go to [www.pella.com/performance](http://www.pella.com/performance).

## Project Checklist Review (Installed Orders Only)

### **Before the Installation the Homeowner agrees to do the following:**

Obtain Condo Association Approval

Obtain Historic Approval

Remove existing shutters and awnings

Remove air conditioners

Remove existing shades, drapes, window treatments, wall hangings, and personal belongings

Move furniture at least 3 feet away from work area

Tie or cut back trees, bushes and shrubs in the work area

Arrange to have alarm system and doorbells disconnected

Arrange to have any plumbing and electrical repairs or changes made by appropriate licensed contractor

Provide a door handle and lockset for entry door if Pella handle and lockset is not purchased.

### **Before the Installation Pella agrees to do the following:**

Obtain Building Permit (When required)

Prefinish products when purchased in contract

### **During the Installation the Homeowner agrees to do the following:**

Keep pets safely away from work area

Keep children safely away from work area

Allow Pella Installer room to work safely within your home

### **During the Installation Pella agrees to do the following:**

Deliver and unload products purchased per contract

Place and remove drop cloths in work area then vacuum, and remove all debris at end of day

Remove existing product, including storm windows, and dispose of it unless otherwise specified

Install all products using method specified in contract per Pella Installation Instructions  
Replace interior and/or exterior trim only if purchased  
If Purchased, install exterior primed pine wood trim or Composite. Composite will be unfinished.  
If Purchased, install interior trim matching wood window finish or White trim for Impervia and Encompass  
Install non-Pella entry door lockset provided by you. Pella is not responsible for it's quality or performance

**After the Installation the Homeowner agrees to do the following:**

Be available for completion and sign off to verify all products purchased are in working order  
Reinstall existing shutters and awnings  
Re-install existing shades, drapes, window treatments, wall hangings, and reposition furniture  
Arrange to have alarm system and doorbells reinstalled  
Reinstall air conditioners  
Remove stickers from product and save for energy rebate and tax purposes  
Wash all interior & exterior glass surfaces  
Fill nail holes and joints on interior trim if windows are to be stained (after staining)  
Clean up exterior casing issues due to storm window removal if full wrap or new exterior trim is not purchased

\_\_\_\_\_ Project Checklist has been reviewed  
Customer initial

\_\_\_\_\_ Product Only Addendum has been reviewed  
Customer initial

\_\_\_\_\_ Final payment is due upon Substantial Completion per the Terms and Conditions  
Customer Initial

\_\_\_\_\_ Removal and reinstallation of blinds are the responsibility of the homeowner. If for any reason blinds are not removed, you will be charged to remove the blinds and we are not responsible for any damage that might occur to the existing blinds. Pella will not reinstall blinds and does not guaranty existing blinds will fit in to the new windows.  
Customer Initial

**A 1.5% FINANCE CHARGE PER MONTH WILL BE ASSESSED TO ALL BALANCES OLDER THAN 30 DAYS**

Credit Card Account #: Last 4 Digits \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_

Charge final payment to same account \_\_\_\_\_

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(Upon substantial completion)

Customer initial



Customer Name (Please print)

Ryan Clancy  
Pella Sales Rep Name (Please print)

Customer Signature  
4

*Ryan Clancy*  
Pella Sales Rep Signature

Date

Date

Credit Card Approval Signature

Order Totals	
Taxable Subtotal	9,393.14
Sales Tax @ 6.25%	\$587.07
Non-taxable Subtotal	\$2,437.16
<b>Total</b>	<b>\$12,417.37</b>
<b>Deposit Received</b>	<b>\$4,139.12</b>
<b>Amount Due</b>	<b>\$8,278.25</b>

## Lead Safe Installation Customer Performance Expectations

In order to ensure a proper Lead Safe Installation, it is essential that we have you complete the below tasks prior to your installation:

- ALL furniture needs to be moved at least 8 feet away from any window or door being replaced
- ALL personal items, wall hangings, and collectibles must be removed prior to your installation date
- All blinds and any interior window treatments need to be removed prior to your installation date
- Any non-movable furniture (for example: pianos, entertainment centers, built in cabinets, etc) must be cleared of items and be surface dusted prior to installation
- You will be responsible for replacing all furniture and personal items after your installation
- Other items: \_\_\_\_\_

## What to Expect the Containment/Work Area to Look Like

- In order to ensure your safety, we will be taking measures to minimize dust / debris does not spread beyond our work area. This may include the use of plastic sheeting on the floors and/or walls, caution signs, sealing of heating and cooling air vents, and asking that you turn off your HVAC system during our work.
- During your Lead Safe Installation, you may also see your installation professional wearing Personal Protection Equipment.
- For your own safety, we are not permitted to allow you inside the work area during the removal of your current product or the installation of your new windows / doors.

By signing the form below, I am affirming that I understand all the expectations noted above and that I have agreed to have all items completed prior to my installation commencing. I understand that failure to have these items completed will result in the re-scheduling of my installation and that my installation date will be scheduled for the next available date.

\_\_\_\_\_  
Customer Signature

4/11/223  
\_\_\_\_\_  
Date

# Pre-Renovation Form

## Occupant Confirmation

### Pamphlet Receipt

\_\_\_\_\_ I have received a copy of the lead hazard information pamphlet informing me of the potential risk of lead hazard exposure from renovation activity to be performed in my dwelling unit. I received this pamphlet before the work began.

\_\_\_\_\_  
Printed Name of Owner-occupant

\_\_\_\_\_  
Signature of Owner-occupant

### Renovator's Self Certification Option (for tenant-occupied dwellings only)

*Instructions to Renovator:* If the lead hazard information pamphlet was delivered but a tenant signature was not obtainable, you may check the appropriate box below.

\_\_\_\_\_ **Declined** - I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below at the date and time indicated and that the occupant declined to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit with the occupant.

\_\_\_\_\_ **Unavailable for signature** - I certify that I have made a good faith effort to deliver the lead hazard information pamphlet to the rental dwelling unit listed below and that the occupant was unavailable to sign the confirmation of receipt. I further certify that I have left a copy of the pamphlet at the unit by sliding it under the door or by:

\_\_\_\_\_  
(Fill in how pamphlet was left)

\_\_\_\_\_  
Printed Name of Person Certifying Delivery

\_\_\_\_\_  
Attempted Delivery Date

\_\_\_\_\_  
Signature of Person Certifying Delivery

\_\_\_\_\_  
Unit Address

**Note Regarding Mailing Option** -- As an alternative to delivery in person, you may mail the lead hazard information pamphlet to the owner and/or tenant. Pamphlet must be mailed at least 7 days before renovation. Mailing must be documented by a certificate of mailing from the post office.



DOUBLE-HUNG

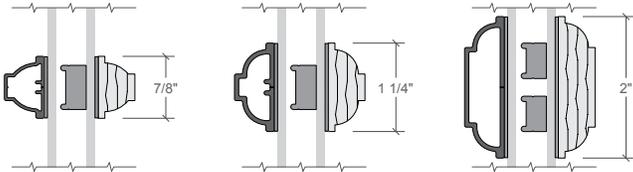
## GRILLE TYPES

Typical Grille Profiles

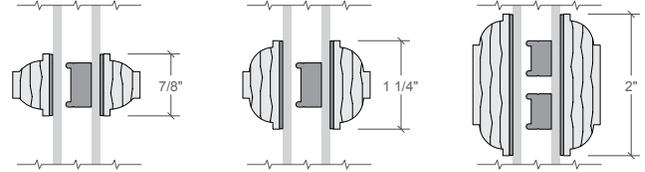


### Integral Light Technology® Grilles

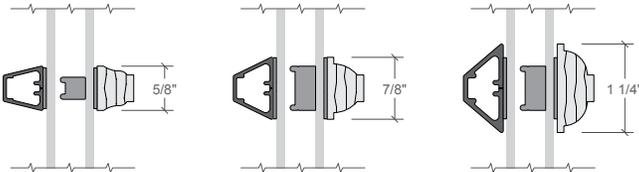
Ogee Grilles  
Clad Exterior - Wood Interior<sub>2</sub>



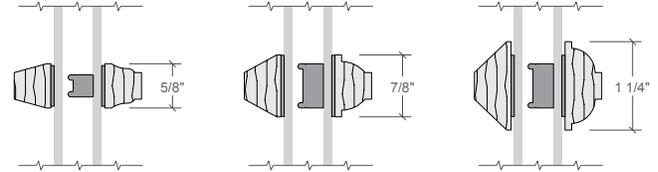
Ogee Grilles  
Wood Exterior - Wood Interior



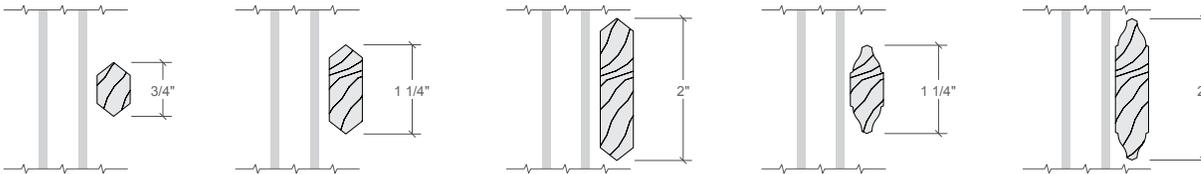
Putty Glaze and Ogee Grilles  
Clad Exterior - Wood Interior<sub>1,2</sub>



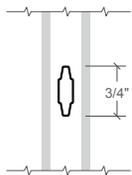
Putty Glaze and Ogee Grilles  
Wood Exterior - Wood Interior<sub>1</sub>



### Roomside Removable Grilles



### Grilles-Between-the-Glass



(1) Additional profile options Putty Exterior/Putty Interior, Ogee Exterior/Putty Interior are also available.

(2) Available in Pine, Mahogany, Alder or Douglas Fir to match complete unit.



DOUBLE-HUNG

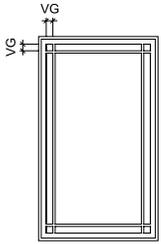
## GRILLE TYPES

### Typical Grille Patterns

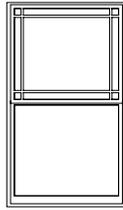


## Integral light technology® Grilles and Roomside Removable Grilles

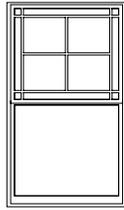
### PRAIRIE LITE PATTERNS



9-Lite  
(Fixed Units)



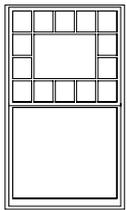
9-Lite



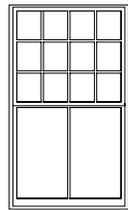
12-Lite

Standard corner lite dimension for Prairie patterns = 2-1/2" VG.  
Available in transoms ≥ 1'3" height and width.  
Available in all standard and special sizes.

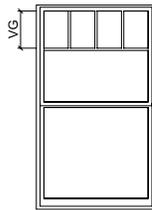
### OTHER AVAILABLE PATTERNS



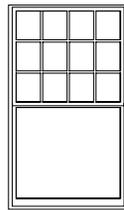
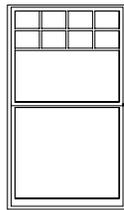
Victorian



New England



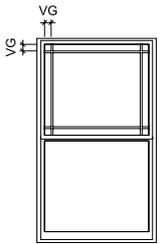
Top Row



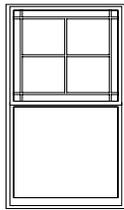
Traditional

VG = Visible Glass  
Lite dimensions noted can vary.  
For size and pattern availability contact your local Pella sales representative.

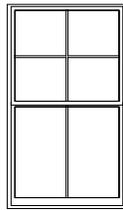
## Grilles-Between-the-Glass



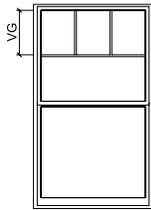
9-Lite  
Prairie



12-Lite  
Prairie



Cross



Top Row

### Prairie

- Standard corner lite dimension for Prairie patterns = 2-1/2" VG.
- Available in transoms ≥ 1'3" height and width.

### Cross

- Minimum DH frame height 35".
- Horizontal bar will be at 1/2" of the VG height of the top sash.

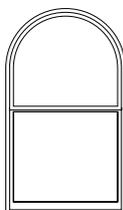
### Top Row

- Minimum DH frame height 35".
- Horizontal bar will be at 1/2" of the VG height of the top sash.

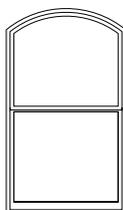
For traditional patterns, see size tables.

## CUSTOM SHAPES

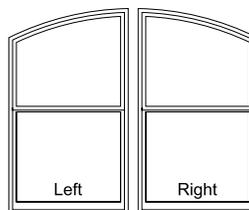
Pella Architect Series single-hung windows are available in custom shapes shown below, and additional shapes per drawing. For specifications, size limitations, and details on these units, contact your local Pella sales representative.



Springline



Arch Head



Partial Arch Head

1-1/8" Subsill #3544  
Shown

