



*Quality Iron
Since 1995*

First Impression
Security Doors, Inc.

**WHAT
TO
EXPECT
DURING
YOUR
INSTALLATION**

FirstImpressionSecurityDoors.com



First Impression Security Doors, Inc.

LICENSED | BONDED | INSURED | ROC 267258 | ROC 232468

Thank you for allowing First Impression to perform a custom iron project at your home. We appreciate the opportunity to be selected as your ornamental iron company!

This is what to expect during your installation:

SCHEDULING YOUR INSTALLATION: Our scheduling department will call you after your order is processed to coordinate a convenient time for the initial delivery and commencement of installation. In some circumstances (for instance, if an installer is ill, if it is raining, or if a part we need is not available) we may need to reschedule your initial appointment. Also, if a product fails any of our nine (9) quality inspection points during the manufacturing process, it may be necessary to postpone initial delivery in order to ensure the highest standards of quality. We will do everything possible to keep our originally scheduled appointment and complete the installation on that date, however, we will not sacrifice quality to meet a delivery date. Our #1 priority is to bring the very highest quality product possible to your home.

VISITS TO YOUR HOME: As mentioned above, the initial appointment is not a guaranteed completion date. Depending on the complexity of your project, we may need to make multiple trips to your home. Although we would prefer to complete every installation during our initial trip, sometimes this is simply not possible. Every one of our products are custom manufactured to fit as close as possible to the footprint of your opening. However, once our technicians start installation, it is very common for them to encounter uneven stucco, an opening that isn't square, and other unforeseen challenges. These issues may require adjustment to the frame or a return trip to install another piece of casing, etc. This is very common with custom remodeling projects and we want our customers to anticipate this as part of the normal process. You can rest assured that First Impression will do everything possible to limit the number of trips to your home and any inconvenience installation may cause. We realize that customers often must take time off from work to facilitate the installation; however, this is part of the process and First Impression does not reimburse customers for time off from work.

ARRIVAL TIMES: Our scheduling department will give you 4-hour arrival time window and we strive to be at your home within this timeframe. However, as stated above, our installers sometimes run into difficulties at other installations. This may require us to push your arrival time out or even reschedule to another day. We will do our very best to keep you informed and let you know if our installer is running behind. We ask our installers to call you if they are running late. We also encourage you to call our office at (800) 731-1104, Option 4, if you are concerned about our arrival time. Our scheduling department will give you an update very quickly and reschedule your appointment if necessary.

THE INSTALLATION: Your installation most likely will involve loud drilling, metal shavings and sometimes lots of dust and debris at your home. We will use drop cloths and protect the area where we are installing and clean up after the installation as best we can. We strongly urge our customers to prepare for installation by removing all precious or sensitive objects close to the area of our installation and any remote controls, electronics or other objects that might be damaged by these conditions. Many installations require cutting stucco, trim board, or rough stone in order to install our product in the desired location. This may cause minor damage to paint, stucco, trim, molding or other finishes. Touchups and repairs to address these issues are your responsibility.



If you have any questions, please call
our Installation Department at
(800) 731-1104, option 4