



Please review the attached Flyer and read all of the options carefully, because there have been changes made to the service options. Please complete and return THIS FORM by October 17th.

NAME: _____

ADDRESS: _____

CITY/ ST/ ZIP: _____

SPECIAL PROMO PRICING WILL NOT BE HONORED AFTER OCTOBER 17TH!

SERVICE PACKAGES		FALL 2014 PROMO*	REGULAR PRICE**
<input type="checkbox"/>	Install Winter Cover in Fall of 2014		\$149
<input type="checkbox"/>	Install Winter Cover in Fall 2014 & Take Down Winter Cover in 2015		\$149 PER TRIP
<input type="checkbox"/>	Install Winter Cover in Fall, Take Down Winter Cover & Tune-up Awning in 2015		\$149 PER TRIP
<input type="checkbox"/>	Install Winter Cover in Fall, Take Down Winter Cover & Wash Awning** in 2015		PACKAGE NOT AVAILABLE
<input type="checkbox"/>	Install Winter Cover in Fall, Take Down Winter Cover, Wash Awning**, and Tune-up Awning in 2015		PACKAGE NOT AVAILABLE
<input type="checkbox"/>	Awning Wash** & Tune-up (NO WINTER COVER SERVICE)		PACKAGE NOT AVAILABLE
<input type="checkbox"/>	Awning Wash** (NO WINTER COVER SERVICE)		
<input type="checkbox"/>	Tune-up (NO WINTER COVER SERVICE)		\$149

PURCHASE WINTER COVER	
<input type="checkbox"/>	PURCHASE NEW WINTER COVER
<input type="checkbox"/>	TAN
<input type="checkbox"/>	GREY
<input type="checkbox"/>	DELIVER COVER- N/C (INCLUDED IN THE PRICE OF COVER)

TOTAL PRICE:		CALL FOR PRICES!
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* Fall 2014 Promotion Prices have the following conditions: (1) Payment is required in advance of service. Payment and order form must be returned to Thatcher Retractable no later than Friday October 17, 2014, and there will be NO REFUNDS. (2) Thatcher Retractable will determine the day and time of the services provided. Exact times of service will NOT be provided. If this is required, please contact our office to set-up a standard service call at the current base service rate.

** Wash Service will be done at a different time than winter cover removal service. Wash will occur in April, May, or June depending on weather and availability.

IMPORTANT INFORMATION INCLUDING PAYMENT & CONTACT INFORMATION MUST BE COMPLETED ON BACK OF THIS PAGE!



UPDATE CONTACT INFORMATION:	
HOME PHONE:	
CELL PHONE:	
OTHER:	
EMAIL:	

PAYMENT INFORMATION

NAME ON CARD	CREDIT CARD NUMBER	EXP DATE	CVV- LAST 3 DIGITS ON BACK OF CARD
CHECK NUMBER:		CHECKS PAYABLE TO: THATCHER RETRACTABLE PRODUCTS INC.	

SCHEDULING OPTIONS	
<input type="checkbox"/>	EARLY BIRD: SEPT 29-OCT 10
<input type="checkbox"/>	STANDARD: OCT 20-NOV 14

ACCESS CONCERNS	
<input type="checkbox"/>	I LIVE IN A GATED COMMUNITY AND I NEED TO NOTIFY THE GUARD AT THE GATE.
<input type="checkbox"/>	I NEED TO BE HOME BECAUSE- YOU NEED TO ACCESS THE AWNING THROUGH MY HOME OR UNIT.
<input type="checkbox"/>	I NEED TO LEAVE A SIDE OR BACK GATE OPEN SO THAT YOU CAN ACCESS THE AWNING.
<input type="checkbox"/>	I HAVE A PET THAT NEEDS TO BE REMOVED FROM THE YARD.
<input type="checkbox"/>	SPECIAL NOTES:

ON THE BACK OF THE 2014 SERVICE FLYER IS A SPACE TO RECORD THE SERVICE YOU HAVE SELECTED. PLEASE MARK THE SERVICE YOU SELECTED AND KEEP THAT FORM FOR YOUR RECORDS.

PLEASE RETURN THIS FORM WITH PAYMENT.

FALL 2014/ SPRING 2015 SERVICE FLYER

IMPORTANT!

1. Make sure you complete the front and back of the form and return the form to us by the October 17th Deadline. In particular, please provide current contact information and email to allow us better communication regarding your service plan.
2. Make sure you keep this flyer and mark which service you purchased on the back so that you have a record of the service agreement.
3. Strongly consider our TUNE-UP Service. Current Base Service Rates are \$149. Additionally, service lead times will be as long as 10 business days in the heart of the Retractable Awning Season. The TUNE-UP Service is a considerable value and will insure that you are ready to go when the weather warms up.
4. On the day of your service, please make sure that all gates are unlocked and the winter cover is in obvious sight in front of your awning. You will be called ahead to notify you what day the service will be complete. There will be a trip charge of \$75 assessed if we arrive and cannot perform the service.

Description of Services & Time Frame	
Winter Cover Install: <i>When:</i> Oct 20-Nov 14	Our technicians will remove the cover from the bag and install the winter cover over the awning. We will install a zip tie in EVERY grommet and cut the end of the ties. We will dispose of the bag and the cut ends of the ties.
Winter Cover Removal: <i>When:</i> Last week of March-3rd week of April Weather Permitting	Our technicians will cut all of the zip ties and remove the cover from the awning. We will dispose of the cut zip ties. We will roll the awning cover and place it in a plastic bag that we provide. NOTE: Technicians are prohibited from operating and checking the awning if Tune-up Service is not purchased. If this service is required, please select a package with Awning Tune-up Service.
Awning Tune-up Service <i>When: With other services or April</i>	Our Technicians will perform the following: (1) Check the operation of the motor and arm systems (2) Adjust Motor in and out limits (3) Adjust the Pitch of the awning (limited to adjustment of the shoulders) (4) Lubricate Moving Parts
Awning Wash Service <i>When:</i> April, May, or June Weather Permitting	(1) Our trained technicians will soak the fabric, apply a special cleaner, and perform a light scrub to the fabric. The fabric will be carefully rinsed off. (2) The technicians will also perform a light clean-up of the area after the wash is complete. In order to minimize clean-up, we ask that you move furniture and other items out of the immediate area that is being cleaned. (3) The fee that is charged for washing the awning(s) is for the labor performed. Thatcher Retractable cannot or does not GUARANTEE the awning(s) to be "clean" to a specific standard. (4) In the case that fabric is heavily stained or has lost structural stability, Thatcher Retractable reserves the right to refuse service, or test a small area of the fabric. If damage results from testing a small area of the fabric, Thatcher Retractable will not be held liable for the damage, and will NOT be compelled to repair or replace the fabric.

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