

# What to expect after purchase:

- **Bluestone will call you within 1 week of your order being placed. If you do not receive a call or text, please call their office @ 229-377-0171**
- The initial call from Bluestone will be to confirm site readiness for installation
- If READY your order will be forwarded to the scheduling department and someone will call you 2 weeks prior to your install date to review the order and schedule the installation. *If you inform Bluestone that your site is ready and they call you to schedule you and you are not ready then you will be charged a \$50 fee.*
- If NOT READY, your order will be placed on hold until you call Bluestone and make them aware that your site and you are ready for the installation.
- If you do not answer your order will be placed on Hold until your return the call, Bluestone will only call those orders placed on hold 1 time each month. Therefore it is best you call them to let them know you are ready to move forward with scheduling.
- Once you are given a date you will not receive a follow up call unless something changes. The contractor will call you on the way to your location 30 minutes to 1 hour before arrival.
- Bluestone is unable to provide you with an exact time of installation, they will only be able to provide you with the date.
- If you need to make a change to your order you would contact your dealer to make that change. Once on schedule you will no longer be able to make changes.
- If the contractor arrives and your site is unlevel, out of square, or not able to install for no fault of Bluestone then the customer will be responsible to pay 5% of the cost of the retail of the unit or \$200 as a return charge for lost time and labor for you to be placed back on schedule.
- If you accept an installation date and then cancel you will be charged a \$200 restock fee. If canceled after being loaded by the contractor the charge will be 5% of the cost of the retail or \$200.

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