

Storm Shelters Online

Storm Shelter Installation Agreement & Customer Acknowledgement

Customer Information

Name: _____
Installation Address: _____
City: _____ State: _____ ZIP: _____
Phone (for install-day coordination only): _____
Email: _____
Shelter Model: _____
Scheduled Installation Date: _____

Customer Acknowledgements

- Installation may require heavy equipment, including skid steers, trailers, excavation equipment, concrete saws, and related machinery.
- Storm Shelters Online is not responsible for ordinary wear, cosmetic damage, tire marks, cracking, settling, or normal deterioration resulting from reasonably necessary installation activities.
- The customer is responsible for identifying underground utilities, plumbing, sprinkler systems, electrical lines, communication cables, water lines, gas lines, septic systems, and post-tension cables. Storm Shelters Online is not responsible for undisclosed or incorrectly identified underground obstructions.
- If rock, hard soil, buried debris, or other subsurface conditions require additional labor or specialized equipment, additional charges may apply with customer approval before work proceeds.
- The customer is responsible for obtaining and paying for any permits required by the applicable city or municipality, unless otherwise agreed in writing.
- Installation is offered within the Oklahoma City metro service area as described on the Storm Shelters Online website, unless otherwise confirmed in writing.
- The installation area must be clear and accessible before the crew arrives. Delays may require rescheduling.
- An adult (18 years or older) must be present during installation.
- A 10% deposit is required when placing an order. Deposits, cancellations, and refunds are governed by the Storm Shelters Online Refund & Cancellation Policy.
- The remaining balance is due on the day of installation upon completion of the work, unless otherwise agreed in writing.
- Installation dates may be adjusted due to severe weather, unsafe site conditions, equipment issues, supplier delays, or other circumstances beyond our reasonable control.
- The customer acknowledges that the warranty, installation specifications, and Refund & Cancellation Policy are incorporated into this agreement.

Customer Initials

_____ I understand heavy equipment will be used.
_____ I have identified underground utilities and hazards.
_____ I understand Storm Shelters Online is not responsible for damage to undisclosed or incorrectly identified underground utilities, plumbing, sprinkler systems, electrical lines,

communication cables, water lines, gas lines, septic systems, or post-tension cables.

_____ I understand the deposit and refund policy.

_____ I understand the remaining balance is due on installation day.

Acceptance

I have carefully read and understand this Storm Shelter Installation Agreement & Customer Acknowledgement. I authorize Storm Shelters Online and its authorized installers to perform the installation described above and agree to the terms and conditions contained in this agreement.

Customer Signature: _____

Printed Name: _____

Date: _____

Storm Shelters Online Representative (optional): _____

Date: _____