



## **WHAT WE DO:**

***Wizard Screens & More is primarily a custom manufacturer and fabricator of a range of home and commercial outdoor products. These include insect and security screening, custom fitted shading products such as awnings, patio and pergola covering products, roller shades, and a wide range of steel security products for commercial, industrial, retail storefront and entry access applications which find themselves vulnerable to break-ins.***

*Our clients range from:*

- window manufacturers who require specialized screening products for a complete line of their manufactured windows or doors*
- building developers and contractors who require screening and covering products for patios, doors and windows*
- landlords needing to protect business storefronts and entry accesses*
- Homeowners, renters and business owners who require custom fitted screen , covering and security products for their homes and premises*

## **HOW WE DO OUR WORK:**

**Our work is primarily pre-booked, on a project basis, where our custom made products which must accommodate opening specifications on building plans, with lead times and scheduling matching the arrival of doors and windows. Our Wizard employees make site visits to measure and plan, then install our products after custom manufacturing and fabrication.**

**Please understand our priority and focus must be on prior and advance booked and contracted orders which are secured with deposits.**

## **CUSTOMER ENQUIRIES AND ADVICE:**

**We endeavour to serve walk-in clients, and customers including over email and phone, who may wish our expertise or support for hardware parts, accessories or to resolve challenging screening requirements. Our Office Management personnel are happy to serve you in this regard, where we require our customers to cooperate to first read and understand our written business policies.**

**As with other qualified trade-people that our Wizard Screens & More employees' time and expertise, whether to travel to your premises or to measure, quote and then return with your products are a cost to our business, thus will incur appropriate fees and charges, in addition to the cost to produce any custom products at our workshop. While we do absorb some of these costs when you are able to commit to a volume Wizard screens or products at one location, Wizard Screens & More charges accordingly, for example when only one or two window screens become the work required. Minimum truck and call charges in these circumstances may apply.**



***PRICING AND CHARGES, SCHEDULING:***

Our Service call charge is \$75 to cover the cost of both a Wizard Expert attending, as well as the cost of operating and maintaining our vehicles. Should we need to come to your premises a second time to install your products a further charge may be incurred, unless we can schedule this in with other work in your area, in which case the additional charge may be reduced or waived. This is the reason our minimum for to your home service for custom window screen work is posted at a \$140 minimum per order (See Screens Policy). Invariably we need to attend to your premises to measure and review fittings, then to deliver, install including fastening hardware as necessary.

All of our charges and fees at Wizard Screens & More are posted and our office personnel are happy to answer your enquiries in person at our showroom, over the phone or by email. The advice, and expertise of our trained and certified Wizard Experts at your home will be at appropriate posted charges.

We emphasize again, especially during the very, very busy Spring through Fall, please understand that there may be delays for production of your screen orders. We require your flexibility with installation booking times, during our busiest season.

***RUSH ORDERS:***

We do attempt to accommodate rush or urgently required orders. When doing so, often we must ask our staff to work overtime to do so. When we achieve their agreement to do so, note additional fees to cover these overtime labour costs will occur.

Thank you for understanding our reality as a specialized, quality focused manufacturer and fabricator of a range of locally available and service supported outdoor living products. Doing business with Wizard Screens & More provides the peace of mind and confidence you are purchasing best possible quality products with unparalleled after sales service and support, assured by our industry leading warranties and guarantees. We stand behind all of our work.

*Raymond Mew, owner on behalf our expert team of Wizards for all your screening, security and covering, shading products for your premises and outdoor living areas.*

*July, 2015*