



Terms & Conditions

Thank you for your purchase from River City Door Company. Every effort will be made by River City Door to order, receive, schedule and install your new door/dock equipment in a timely, safe and professional manner. The following are our "Terms and Conditions" and an overview of our standard operating procedures.

1. River City Door, LLC normal install hours are Monday – Friday, 8:00am-4:30pm EST.
2. The work area must be clear the entire width of the opening and back at least 10' from the opening to give us enough room for a safe and efficient installation. Moving of personal items, tools, furniture, cars, other equipment or items must be done by the owner and will not be performed by River City Door employees.
3. The framing of the opening, replacement of any rotting wood or damaged steel shall be the responsibility of the customer, unless previously agreed upon with your River City Door, LLC representative. Framing diagrams can be provided upon request.
4. Electrical needed to power any motor operated equipment shall be the responsibility of the owner and should be provided by a licensed electrician. All low voltage wiring needed for safety sensors and controls shall be the responsibility of the building owner unless previously agreed upon with a River City Door representative.
5. All purchases of Residential special order/non-stock products from River City Door, LLC require a down payment of half the total sale price to proceed.
6. The cancellation of any Commercial or Residential special order/non-stock products must be made within 24 hours of order placement or the next business day. Any cancellation after the 24-hour period will result in the loss of your down payment.
7. To keep freight cost and damage to a minimum, our orders are shipped from the manufacturer on a dedicated truck that arrives approximately every two to three weeks. Our order cutoff is every Friday afternoon at 4:00pm EST. Orders received and entered after this cutoff will be moved to the next weeks order and the lead time will be increased accordingly.
8. Material lead times are an approximation and not guaranteed. Delivery times vary by product and manufacturer. There are also many other factors involved in the delivery of your order that are out of the control of River City Door, LLC (i.e. traffic, weather, equipment malfunction, etc.). Once the order is placed, it will be submitted to the manufacturer, engineered and fabricated, loaded on the truck and shipped out. Truck deliveries are arranged by stops which are based on the amount of product ordered from each delivery location. We do not know the exact date your door will arrive until the Thursday before. Typical lead times are 12 to 14 business days, but some products could take up to 21 business days or more to arrive. (Business days are Monday-Friday)
9. Once your new equipment has arrived it will be inspected to make sure no damage has occurred in the shipping process and that all the components are accounted for. You will be contacted by River City Door and an installation day will be worked out that best fits your schedule.
10. Upon completion of the installation, our installer will go over the proper use of the equipment and the maintenance that is required. The remainder of the agreed upon pricing is due at the completion of the installation. Commercial accounts with established and agreed upon credit terms will be invoiced accordingly.
11. Warranties vary by product. Please consult your owner's manual for specific manufacturer warranties. In addition to the manufacturer warranties, River City Door, LLC provides a one-year labor warranty on all new equipment installs and a 90-day labor warranty on all repairs.
12. River City Door, LLC accepts cash, check, and all major credit/debit cards.