Contract - Detailed

Pella Window and Door Showroom of San Antonio
1926 Gulfmart Dr
San Antonio, TX 78217
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Customer Information	Project/Delivery Address	Order Information
Joe Montalvo 2260 W Mistletoe Ave San Antonio, TX 78201-5331 **Primary Phone:** (210) 3133380 **Mobile Phone:** **Fax Number:** **E-Mail:** joeamontalvo@gmail.com **Contact Name:** **Great Plains #:** 1009188037 **Customer Number:** 1013034340 **Customer Account:** 1009188037	**Joe Montalvo - 2260 W Mistletoe Ave, San Antonio,** 2260 W Mistletoe Ave **Lot #** San Antonio, TX 78201 **County:** **Owner Name:** Joe Montalvo **Owner Phone:** (210) 3133380	**Quote Name:** Joe Montalvo - 2260 W Mistletoe Ave, San Antonio, **Order Number:** 775F59054A **Quote Number:** **21407636** **Order Type:** Installed Sales **Wall Depth:** **Payment Terms:** **Tax Code:** USETAX **Cust Delivery Date:** None **Quoted Date:** 10/5/2026 **Contracted Date:** **Booked Date:** **Customer PO #:**

Line #	Location:	Attributes
10	None Assigned	

Pella Front Doors, Entry Door, Inswing, 37.5 X 81.625, Provincial, 4-9/16"

Qty 1



Viewed From Exterior

PK # 2246

1: 37.581.625 Entry Door
Frame Size: 37 1/2 X 81 5/8
Unit Type: Left Inswing, Standard Sill, No Fire Rating, No Fire Rating
Dimensions: 36, 80
Dimension Options: No Cut Down
General Information: Standard, 4 9/16", 4 9/16"
Panel Style: Craftsman Light
Glass: Tempered Textured And Obscure Narrow Reed Low-E Air Filled
Grilles: No Grille
Panel Selection: Fir Grain Fiberglass, Stained, Provincial, Stained, Provincial
Frame Selection: Composite, Black Threshold, No Panel Reinforcement, Wood Grain, Stained, Provincial, Composite, Wood Grain, Stained, Provincial
Hardware Options: Latch Bore with Deadbolt, 2 3/8", 2 1/8", No Integrated Sensor, Belleview, Cove Knob, Matte Black, WIFI Deadbolt, Matte Black, Standard Steel Ball Bearing, Matte Black, Black Finish Sill
Unit Accessories: 3 Block
Performance Information: U-Factor 0.19, SHGC 0.09, VLT 0.09, CPD PEL-M-258-175794-00001, Calculated Positive DP Rating 40, Calculated Negative DP Rating 40, FPA FL31712, TDI None
Wrapping Information: 2" Brickmould, Factory Applied, 4-9/16", Manufacturer Recommended Clearance, Perimeter Length = 239".
Obscure Glass Style: NarrowReedLowE

Rough Opening: 38 - 1/4" X 82 - 1/8"

WDP/ENT-D-1-INSTALL - 1 Panel Patio/Entry Door Install Qty 1

****MATERIALSDOOR - Door Install Materials** Qty 1

Line #	Location:	Attributes	Qty
15	None Assigned	**Promo-MIL - Military Discount**	1

Line #	Location:	Attributes	Qty
20	None Assigned	**PROMO-SR - Senior Discount**	1

Line #	Location:	Attributes	Qty
25	Door Casing	**Wood Products 3 1/4 Colonial 1, Length: 96, Provincial. Wood Type: Pine**	3



Viewed From Exterior

PK #
2246

1: Accessory
Frame Size: 1 X 1
General Information: Pine, 3 1/4 Colonial 1
Interior Color / Finish: Provincial Interior
Wrapping Information: Perimeter Length = 0".

Thank You For Purchasing Pella® Products

PELLA WARRANTY:

Pella products are covered by Pella's limited warranties in effect at the time of sale. All applicable product warranties are incorporated into and become a part of this contract. Please see the warranties for complete details, taking special note of the two important notice sections regarding installation of Pella products and proper management of moisture within the wall system. Neither Pella Corporation nor the Seller will be bound by any other warranty unless specifically set out in this contract. However, Pella Corporation will not be liable for branch warranties which create obligations in addition to or obligations which are inconsistent with Pella written warranties.

Clear opening (egress) information does not take into consideration the addition of a Rolscreen [or any other accessory] to the product. You should consult your local building code to ensure your Pella products meet local egress requirements.

Per the manufacturer's limited warranty, unfinished mahogany exterior windows and doors must be finished upon receipt prior to installing and refinished annually, thereafter. Variations in wood grain, color, texture or natural characteristics are not covered under the limited warranty.

Notice of Collection of Personal Information: We may collect your personal information when you interact with us. Under the California Consumer Privacy Act (CCPA), California residents have specific rights to request this information, request to delete this information, and opt out of the sharing or sale of this information to third parties. To learn more about our collection practices and your rights under the CCPA please visit our link https://www.pella.com/california-rights-policy/ at pella.com.

ARBITRATION AND CLASS ACTION WAIVER ("ARBITRATION AGREEMENT")

YOU and Pella and its subsidiaries and the Pella Branded Distributor **AGREE TO ARBITRATE DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS (INCLUDES PELLA GOODS AND PELLA SERVICES) AND WAIVE THE RIGHT TO HAVE A COURT OR JURY DECIDE DISPUTES. YOU WAIVE ALL RIGHTS TO PROCEED AS A MEMBER OR REPRESENTATIVE OF A CLASS ACTION, INCLUDING CLASS ARBITRATION, REGARDING DISPUTES ARISING OUT OF OR RELATING TO YOUR PELLA PRODUCTS.** You may opt out of this Arbitration Agreement by providing notice to Pella no later than ninety (90) calendar days from the date You purchased or otherwise took ownership of Your Pella Goods. To opt out, You must send notice by e-mail to pellawebsupport@pella.com, with the subject line: "Arbitration Opt Out" or by calling (877) 473-5527. Opting out of the Arbitration Agreement will not affect the coverage provided by any applicable limited warranty pertaining to Your Pella Products. For complete information, including the full terms and conditions of this Arbitration Agreement, which are incorporated herein by reference, please visit www.pella.com/arbitration or e-mail to pellawebsupport@pella.com, with the subject line: "Arbitration Details" or call (877) 473-5527. D'ARBITRAGE ET RENONCIATION AU RECOURS COLLECTIF ("convention d'arbitrage") EN FRANÇAIS SEE PELLA.COM/ARBITRATION. DE ARBITRAJE Y RENUNCIA COLECTIVA ("acuerdo de arbitraje") EN ESPAÑOL VER PELLA.COM/ARBITRATION.

Seller shall not be held liable for failure or delay in the performance of its obligations under this Agreement, if such performance is hindered or delayed by the occurrence of an act or event beyond the Seller's reasonable control (force majeure event), including but not limited to earthquakes, unusually severe weather and other Acts of God, fire, strikes and labor unrest, epidemics, riots, war, civil unrest, and government interventions. Seller shall give timely notice of a force majeure event and take such reasonable action to mitigate the impacts of such an event.

Product Performance Information:
U-Factor, Solar Heat Gain Coefficient (SHGC), and Visible Light Transmittance (VLT) are certified by the National Fenestration Rating Council (NFRC). Manufacturer stipulates that these ratings conform to applicable NFRC procedures for determining whole product performance. NFRC ratings are determined for a fixed set of environmental conditions and a specific product size. NFRC does not recommend any products and does not warrant the suitability of any product for any specific use.

Design Pressure (DP), Performance Class, and Performance Grade (PG) are certified by a third party organization. The certification requires the performance of at least one product of the product line to be tested in accordance with the applicable performance standards and verified by an independent party. The certification indicates that the product(s) of the product line passed the applicable tests. The certification does not apply to mulled and/or product combinations unless noted. Actual product results will vary based on environmental conditions, installation, and other construction practices and change over the product's life.

For more performance information along with information on Florida Product Approval System (FPAS) Number and Texas Dept. of Insurance (TDI) number go to www.pella.com/performance.

Including during the construction period, casement windows should never be left open and unlocked for prolonged periods or during high wind conditions to avoid sash detachment/damage.

Actual sizes tested for documented STC and OITC ratings may vary from the ASTM E 1425 sizes to better represent Pella Product Offering. STC and OITC ratings shown may be conservatively based on products tested with thinner panes of glass. STC and OITC ratings may be from test results from an equivalent product.

Terms & Conditions

All Orders

This quote may be subject to repricing. Pella South Texas will make every effort to make customers aware of price increases with as much lead time as we are able to.

I am aware that the products sold by Pella South Texas are made to order and my order is made specifically for my home / project, including aesthetics and sizing. I understand that there will be no changes allowed on this order after products are ordered, and orders cannot be cancelled or returned. I have reviewed each line on the contract with the sales representative and clearly understand the hinging, venting, count of openings, grilles, sizing, and color are correct, with all products being viewed from the exterior.

To activate order, please sign and return this copy. All orders are subject to acceptance by Pella South Texas.

Pella South Texas makes no guarantees as to lead times and is not responsible for any delays, including those from manufacturers. Any lead time or delivery date discussions during the sales process are estimates based on the best information available at the time and should only be used as such. No discounts will be given for delays, including manufacturing.

I hereby authorize Pella Corporation, its affiliates and/or subsidiaries to use, reproduce, and/or publish photographs and/or video that may pertain to me and my project, including materials described below, without compensation. I understand that this material may be used in various communications (e.g. website, e-newsletters, promotional materials, etc.). Consequently, these entities may publish materials, photographs, and/or refer to the project in a manner that they deem appropriate. No personal information (customer name, specific project location) will be disclosed without additional permissions being granted by the customer.

Installed Orders (New Full Units)

For replacement projects, Pella South Texas makes no guarantees that existing window and door treatments and accessories (such as blinds, shutters, shades, storm doors, storm windows, etc.) will fit with your new Pella windows and doors.

For replacement projects, Pella South Texas makes no guarantees that existing interior (e.g. drywall, paint, wallpaper, etc.) or exterior materials (e.g. siding, stucco, EIFS, brick, etc.) will be undamaged during the installation process. While great care will be taken with our customers' homes, there are times where existing materials will not allow a window or door to be removed and reinstalled without additional work being required by the homeowner subsequent to installation.

Payment Terms:

Unless financing through Pella South Texas offered financing programs, payment of 50% is required prior to ordering any products (unless payment terms have been previously given)

The balance is due upon substantial completion. Substantial completion on each item is achieved when that line item has been installed and is operational. Partial invoices may occur. Items such as missing or broken parts and service adjustments are covered by warranty and do not affect the status of your project from being substantially complete.

Partial installations will be due for that part of the project upon substantial completion of that partial install.

The final payment must be Paid in Full on the last day of Substantial Completion. In the event that any part of your order was ordered incorrectly, has damage, or is incomplete, you may temporarily withhold the following from your final payment:

For items not able to be installed or needing a full unit reorder, the price due for that item, including installation cost, will not be due.

For items substantially complete but needing parts under warranty, you may withhold:

$700 for damaged or broken sash/glass

$300 for missing or damaged screen, hardware or similar product

Full payment is expected at the time missing or damaged units are installed or replaced.

Late payments beyond the Payment Terms defined above will be charged 1.5% of the outstanding balance per month. If Pella South Texas is required to employ an attorney to collect the amounts owed to it by Customer, Pella South Texas will be entitled to collect all attorney's fees, costs, and expenses it incurs.

Non-Installed Orders (New Full Units)

Pella South Texas makes no guarantees that existing window and door treatments and accessories (such as blinds, shutters, shades, storm doors, storm windows, etc.) will fit with your new Pella windows and doors.

For all orders not installed through Pella South Texas, sizing is the responsibility of the customer. Any measuring done by Pella South Texas is a courtesy and for quoting purposes only.

Remaining account balance must be Paid in Full at delivery, unless credit terms have been extended by Pella South Texas.

Purchaser agrees to take receipt of all materials within 30 days of either original requested need by date or actual date of the entire

order's arrival at Pella South Texas' warehouse, whichever is later. After 30 days, the remaining account balance is Due in Full. After 90 days, storage fees of 1.5% of the contracted price will be assessed per month. All storage fees are required to be Paid in Full prior to product delivery. Screens and hardware are exceptions and may be stored up to 24 months without penalty. If screens and hardware are not requested within 24 months after final product delivery, they are subject to disposal and would need to be repurchased and reordered when needed.

Call a minimum of five days in advance to schedule delivery. Customer is expected to supply help to unload unless a 2-man delivery is on the contract.

Any product damage must be reported to Pella South Texas within 2 business days of product receipt.

Late payments beyond the Payment Terms defined above will be charged 1.5% of the outstanding balance per month. If Pella South Texas is required to employ an attorney to collect the amounts owed to it by Customer, Pella South Texas will be entitled to collect all attorney's fees, costs, and expenses it incurs.

Service Orders

All non-warranty Service quotes must be paid for in full, including tax, prior to ordering. Service parts may not be returned or refunded.

☐ **Project Checklist has been reviewed**

Joe Montalvo

Customer Name (Please print)

Joe Montalvo (Oct 9, 2026 14:02:09 CDT)

Customer Signature

10/09/2026

Date

Joe Montalvo (Oct 9, 2026 14:02:09 CDT)

Credit Card Approval Signature

Pella Sales Rep Name (Please print)

Pella Sales Rep Signature

Date

Order Totals	
Taxable Subtotal	$5,913.17
Sales Tax @ 0%	$0.00
Non-taxable Subtotal	$880.00
Total	$6,793.17
Deposit Received	$0.00
Amount Due	**$6,793.17**

THE RIGHT PRODUCT FOR YOU

WORRY-FREE INSTALLATION

PELLA CARE GUARANTEE

SIMPLE STEP BY STEP PROCESS

Congratulations on your purchase of new Pella Products! Our certified experts are specially trained to install Pella products correctly and quickly. They'll be with you from start to finish and beyond; ensuring you are satisfied with your products and leaving your home cleaner than they found it. The next step is to plan out a step-by-step process to ensure a smooth installation and an easy journey to your dream home.

Before installation day we ask that you:

- Remove existing window treatments, including shutters, blinds and curtains. Your project manager can answer specific questions about removal. Re-installation is not included in our scope of work, and will need to be done after completion of your Pella project.
- Move furniture at least four (4) feet from work areas.
- Trim or tie back shrubs two (2) feet from exterior walls where work is being performed.

Alarm systems:

Reinstallation of alarm systems/connections is not included in our scope of work, and will need to be completed by a licensed technician after completion of your Pella project.

Is there an alarm system present currently? (Circle one) Yes / No

If yes, what is the plan for your installation crew:

a) Cap wires and leave behind the wall. *This option will be best if conversion to a wireless system is planned.*
b) Pull wires out between the drywall/sill and window and leave exposed. *This option will be best if reconnecting new wired contacts is planned.*
c) Other: _____

NO ALARM

Initials_____

Trim:

Pella recommends replacing all existing trim for the best possible final result. In the event that reusing trim, either interior or exterior, is planned, Pella **cannot** guarantee a damage free end result.

What interior trim is included for this project?

a) Drywall returns/no trim
b) Wood casing. What width/profile is being used? _____
c) Other. If other please detail: _____
Casing included

What exterior trim is included for this project?

a) Frame expander
b) Brickmold
c) Hardie Trim *Note: If this option is selected the trim will be primed and ready for paint.*
d) Cedar/Fir (rough side) *Note: If this option is selected the trim will be primed and ready for paint.*
e) Cedar/Fir (smooth side) *Note: If this option is selected the trim will be primed and ready for paint.*
f) None. If none please detail: _____
g) Other. If other please detail: _____

Any other notes for exterior trim:

Brickmould Attached

Painting:

Pella offers a variety of the most popular color choices for both interior and exterior finishes, and we recommend a factory pre-finish on **all** units. In the event that a factory pre-finish is not selected for this project what color(s) and scope of work is included for this project?

NO Paint is included

Initials _____

Stucco:

Stucco is a strong and durable product, which makes it a popular building material in our region. Like all cement/plaster products, it must be reinforced properly to resist movement cracking and is susceptible to damage during remodeling projects. If your home is stucco our team **will** have to cut away stucco around each window/door, and some patching may be required after installation. Any stucco patchwork **is not** included in the scope of work for this project.

Hidden Damages:

Should any hidden/concealed damage be discovered behind the wall, Pella will temporarily halt the project and contact you so review the findings. Most commonly our team will be able to repair minor damage, such as rotted framing, and continue with the project same day. An extra charge would apply however no repair work will be done before a firm price is presented and approval is received from the homeowner.

Modifications to wall opening:

We understand that part of making your home your dream home may involve creating a new or bigger opening to allow more natural light. We have both the product portfolio and installation capability to make your vision come to life! If we are modifying an opening in your home, the following is the scope of work for the project.

We will:

- Build the new opening and appropriate header to support the load properly.
- Install the new window/door according to the instructions found at www.installpella.com.
- Install sheetrock on the interior.
- Dry-in the exterior with sheathing and house wrap as appropriate for your home's construction.

We will not:

- Relocate or remove any electrical wires, switches or outlets.
- Relocate or remove any water lines, gas lines, or plumbing vent pipes.
- Tape/float or texture the interior sheetrock.
- Finish out the exterior brick/stone/stucco/siding.
- Paint.

Initials Joe Montalvo

Furniture:

Moving furniture out of work areas is not included in our scope of work, and will need to be completed prior to our crews arrival on installation day. In the event that our crews do need to move furniture an additional charge of $50 per item will apply and will be added to your contract total. Further, Pella will not be held liable for any damage that may occur/be discovered while moving furniture items.

In the event our crews are not able to move any item, a professional moving service will be required – this is not included in our scope of work and the charges will be the full responsibility of the homeowner.

Window Treatments:

Removing existing window/door treatments is not included in our scope of work, and will need to be completed prior to our crews arrival on installation day. In the event that our crews do need to remove any existing window/door treatments an additional charge or $50 per opening will apply and will be added to your contract total. Pella will not be held liable for any damage that may occur/be discovered while removing window treatments. Reinstallation of window/door treatments is not included in our scope of work.

Special Considerations:

If there are any project specific considerations, please details them here.

HISTORIC HOME OHP APPROVAL REQUIRED

Customer Signature: Joe Montalvo (Oct 9, 2026 14:02:09 CDT) Date: 10/09/2026

Sales Rep. Signature: _____ Date: _____

binder (1)

Final Audit Report 2026-10-09

Created:	2026-10-08
By:	Ares Messina (amessina@pellasouthtexas.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAC6BDnazbS7VBFrn_Nk86zGriG-kk7cw8

"binder (1)" History

Document created by Ares Messina (amessina@pellasouthtexas.com)
2026-10-08 - 2:27:11 PM GMT

Document emailed to Joe Montalvo (joeamontalvo@gmail.com) for signature
2026-10-08 - 2:27:17 PM GMT

Email viewed by Joe Montalvo (joeamontalvo@gmail.com)
2026-10-09 - 6:52:32 PM GMT

Document e-signed by Joe Montalvo (joeamontalvo@gmail.com)
Signature Date: 2026-10-09 - 7:02:09 PM GMT - Time Source: server - Signature Appearance Selected: DRAW

Agreement completed.
2026-10-09 - 7:02:09 PM GMT