

Terms of Service

NEXT LEVEL DOOR INC.

Effective Date: September 8, 2026 | Last Updated: September 8, 2026

These Terms of Service ("Terms") govern the use of the Next Level Door Inc. website and the garage door products and services provided by Next Level Door Inc. ("Next Level Door," "we," "us," or "our").

By using our website, requesting a quote, booking an appointment, approving work, purchasing products, or otherwise engaging our services, you agree to these Terms.

Nothing in these Terms limits any rights or remedies available to consumers under the Alberta Consumer Protection Act or other applicable law.

1. About Next Level Door Inc.

Next Level Door Inc. is an Alberta garage door service company based in Airdrie, Alberta and serving Airdrie, Calgary and surrounding communities.

Our services may include:

- Garage door repairs
- Broken spring replacement
- Cable, roller, hinge and hardware replacement
- Garage door opener repair and installation
- New garage door sales and installation
- Preventative maintenance and tune-ups
- Weather seal replacement
- High-lift and torsion-system conversions
- Smart garage door equipment and accessories
- Other related garage door services

Services and availability may change from time to time.

2. Quotes and Estimates

Quotes or estimates are based on the information available to us at the time they are prepared.

A quote may change if:

- The condition of the garage door or related equipment is different from what was originally described or visible;
- Additional damaged, unsafe or worn components are discovered;
- The customer changes the requested scope of work;
- Additional labour, materials or equipment are required;
- Product or supplier pricing changes before an order is confirmed; or

- Other circumstances outside our reasonable control affect the work.

We will obtain customer authorization before performing material additional work whenever reasonably possible and as required by applicable law.

Where an estimate is subject to statutory pricing restrictions under Alberta consumer-protection legislation, those requirements will apply.

Unless otherwise stated, submitting an online quote request does not create a binding agreement to perform the work.

3. Booking and Scheduling

Appointments may be requested by telephone, email, website form, online booking system or another method offered by Next Level Door.

Appointment times are estimates and may be affected by traffic, weather, emergency service calls, job complexity, supplier delays or other circumstances.

We will make reasonable efforts to arrive within the arranged service period but do not guarantee an exact arrival time unless expressly agreed in writing.

Submitting an online booking request does not necessarily guarantee an appointment until it has been accepted or confirmed by Next Level Door.

4. Customer Access and Responsibilities

The customer is responsible for providing safe and reasonable access to the garage door, opener, electrical connections and surrounding work area.

Before our arrival, customers should remove vehicles, stored property or other obstacles when reasonably necessary to allow the work to be performed safely.

Customers must advise us about any known hazards, structural problems, electrical problems, damaged equipment or unusual conditions that may affect the work.

We may refuse, postpone or stop work if we reasonably believe conditions are unsafe.

5. Existing and Concealed Conditions

Garage door systems contain components that wear over time and may fail independently of the work being performed.

During inspection, repair or installation, we may discover previously unknown problems, including damaged hardware, fatigued springs, cracked panels, bent tracks, framing issues, electrical problems, improper previous installations or other defects.

Next Level Door is not responsible for pre-existing damage or defects that were not caused by our work.

Where additional repairs are recommended, we will explain the issue and seek authorization before proceeding where reasonably possible.

6. Garage Door Safety

Garage doors, torsion springs, extension springs, cables and related components can store significant mechanical energy and may cause serious injury if improperly handled.

Customers should not adjust, remove or repair springs, cables, bottom fixtures or other high-tension components unless properly trained and equipped to do so.

Following completion of our work, customers are responsible for operating and maintaining the system in accordance with manufacturer instructions and any safety recommendations we provide.

7. Products and Materials

Product availability is subject to manufacturer and supplier inventory.

Colours, finishes, product appearance and specifications shown online or in brochures may vary slightly from the actual product.

If a specified product becomes unavailable, we will discuss available alternatives with the customer before making a material substitution.

Special-order or custom products may be subject to supplier-specific ordering, cancellation, return and restocking conditions. These conditions will be communicated where applicable.

8. Customer-Supplied Products

Next Level Door may agree to install garage door openers, accessories or other products supplied by the customer.

We are not responsible for defects, missing parts, compatibility problems, manufacturer defects or premature failure of customer-supplied equipment.

Our labour warranty applies only to our workmanship and does not create a warranty for customer-supplied products.

Additional labour required because of missing, defective or incompatible customer-supplied components may result in additional charges with customer authorization.

9. Payment

Payment terms will be shown on the applicable quote, work order, contract or invoice.

Unless other arrangements have been agreed to, payment is due according to the terms stated on the invoice.

Applicable taxes will be added as required by law.

Deposits may be required for new doors, special-order products, custom products or larger projects. Any deposit requirements will be disclosed before the order is confirmed.

The customer is responsible for providing accurate billing information.

10. Warranty

Unless otherwise stated in writing:

Next Level Door Inc. provides a one-year warranty on our labour/workmanship.

Products, garage doors, openers, parts and accessories are covered by the applicable manufacturer's warranty, where available.

Our labour warranty does not cover problems resulting from:

- Normal wear and tear;
- Accidents, impact or physical damage;
- Misuse or abuse;
- Lack of reasonable maintenance;
- Alterations or repairs performed by another person after our work;
- Pre-existing defects unrelated to our workmanship;
- Customer-supplied equipment or components;
- Power surges, electrical supply problems or internet/Wi-Fi/network issues;
- Water intrusion, fire, extreme weather or other external causes; or
- Failure of components unrelated to the work originally performed.

Warranty claims must relate to the original work performed by Next Level Door.

Nothing in this warranty limits any warranty or consumer rights that cannot legally be excluded.

11. Smart Garage Door Products and Connectivity

Smart garage door openers and accessories may depend on third-party applications, Wi-Fi, internet service, smartphones, cloud services or manufacturer systems.

Next Level Door can assist with installation and configuration where agreed, but we cannot guarantee the continued availability or performance of third-party networks, applications, servers or services.

Customers are responsible for maintaining compatible internet, Wi-Fi and mobile equipment where required.

12. Cancellations and Rescheduling

We understand that schedules change and ask customers to provide as much notice as reasonably possible when cancelling or rescheduling an appointment.

Special-order and custom products may not be cancellable once ordered or may be subject to manufacturer or supplier restocking charges.

Any cancellation fee, non-refundable deposit or special-order condition will be disclosed before it applies.

Nothing in this section limits cancellation rights available under Alberta's Consumer Protection Act or other applicable legislation, including any applicable rights relating to internet, direct-sales or prepaid contracts.

13. Delays Beyond Our Control

Next Level Door will not be responsible for reasonable delays caused by circumstances outside our control, including:

- Severe weather;
- Road closures;
- Supplier or manufacturer delays;
- Product shortages;
- Transportation disruptions;
- Power outages;
- Labour disruptions;
- Government actions;
- Emergencies; or
- Other events that could not reasonably have been prevented.

We will make reasonable efforts to communicate significant delays.

14. Limitation of Liability

To the maximum extent permitted by law, Next Level Door Inc. will not be liable for indirect, incidental, special or consequential losses arising from the use of our website, products or services.

Where Next Level Door is legally responsible for direct loss caused by our work, our responsibility will be determined in accordance with applicable law and the circumstances giving rise to the claim.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limits statutory consumer rights.

15. Website Information

We make reasonable efforts to keep information on www.nextleveldoor.ca accurate and current.

However, website information is provided for general informational purposes and may contain errors or become outdated.

Website information should not be considered a substitute for an on-site inspection or professional assessment of a particular garage door system.

Prices, promotions, products, availability and services may change without notice.

16. Third-Party Websites and Services

Our website may link to manufacturer websites, social-media platforms, booking systems, payment processors or other third-party services.

Next Level Door does not control these third parties and is not responsible for their websites, policies, availability, content or security practices.

Use of third-party services may be subject to their own terms and privacy policies.

17. Intellectual Property

Unless otherwise stated, the Next Level Door Inc. name, branding, logo, website content, photographs, graphics and other original materials are owned by or licensed to Next Level Door Inc.

They may not be copied, reproduced or used commercially without permission except as permitted by law.

18. Privacy

Personal information collected through our website or services is handled in accordance with our Privacy Policy and applicable privacy legislation.

19. Changes to These Terms

We may update these Terms periodically to reflect changes in our services, business practices or legal requirements.

The current version will be posted on our website with an updated effective date.

Terms applicable to a particular job may also be supplemented by the applicable quote, work order, invoice or written agreement.

20. Governing Law

These Terms are governed by the laws of the Province of Alberta and the applicable laws of Canada.

Nothing in these Terms restricts a consumer from exercising rights or remedies available under applicable consumer-protection legislation.

21. Contact Us

Questions regarding these Terms may be directed to:

Next Level Door Inc.

Airdrie, Alberta, Canada

Phone: 403-910-7110

Email: travis@nextleveldoor.ca

Website: www.nextleveldoor.ca