

Supply and Install Terms & Conditions

Last Updated: August 1, 2026

These Supply and Install Terms & Conditions (the “T&Cs”) apply to the supply and installation work described in the Final Quotation issued by 1001167614 ONTARIO INC., carrying on business as ACCESS INSTALLS (“Access Installs”), to the customer identified in the Final Quotation (the “Customer”).

The Final Quotation, any attached opening or product schedule, these T&Cs, and any accepted written change, form the agreement for the work (the “Agreement”).

1. Replacement Scopes

Subject to the specific products, quantities, inclusions, exclusions and qualifications expressly stated in the Final Quotation, the following generally describes the scope applicable to each replacement type.

	1.1. Door Only	1.2. Door + Hardware	1.3. Door + Hardware + Frame
Remove existing door	✓	✓	✓
Remove existing hardware	✓	✓	✓
Remove existing frame ¹	×	×	✓
Install new door	✓	✓	✓
Install new hardware	×	✓	✓
Install existing hardware	✓	×	×
Adjust cylinders, cores, and keying ²	×	×	×
Install new frame	×	×	✓
Remediate existing frame ³	✓	✓	×
Dispose removed components	✓	✓	✓
Remove field work debris	✓	✓	✓
Restore surrounding walls ⁴	×	×	×
Install / adjust electrified components	×	×	×

¹. Extraordinary demolition caused by concealed anchors, excessive grout, embedded steel, unusual concrete or masonry conditions or inaccessible construction is excluded from the scope, unless expressly quoted.

². Cylinders, interchangeable cores, keying, master-keying, and key duplication are excluded from the scope and are to be supplied, installed, and configured by the customer's locksmith or security provider.

³. Minor strike, hinge, or hardware-prep adjustments are included where reasonably required. Complete frame realignment, structural repair, re-anchoring, or correction of a frame that is not sufficiently plumb, level, or square is excluded and may result in additional charges.

⁴. Restoration of surrounding finishes is excluded; specifically drywall, plaster, tile, flooring, wall coverings, baseboard, millwork, painting, staining, caulking, and similar repair or finish work disturbed by frame removal or installation.

2. Existing Frames Retained In Place

Access Installs will assess reasonably observable frame conditions during the site assessment and installation. The assessment is generally non-destructive and cannot confirm concealed anchors, internal reinforcement, hidden corrosion, grout conditions or deficiencies behind finishes or surrounding construction.

If the retained frame does not permit proper installation or reasonable operation, additional work and charges may be required. Examples include shimming, realignment, anchor repair, welding, reinforcement, filler plates, hinge or strike preparation modification, floor-clearance correction or other remedial work. If a satisfactory opening cannot reasonably be achieved with the retained frame, Access Installs may suspend work on that opening and recommend full frame replacement.

Any corrective frame work or conversion to a door, hardware, and frame replacement that is not already included in the Final Quotation will be treated as a change to the work.

3. Existing Hardware and Components Being Reused

Existing doors, frames, hardware, wiring, access-control components and other items not supplied by Access Installs remain existing materials. Access Installs does not warrant their condition, remaining useful life or compatibility except to the extent expressly stated in the Final Quotation.

Access Installs may decline to reinstall or connect a component that is unsafe, defective, materially worn, incompatible or unsuitable. Replacement or corrective work is additional unless expressly included. Reused hardware may not operate to the same standard as new hardware, and Access Installs' workmanship warranty does not create a product warranty for existing materials.

4. Measurements, Hanging, Clearances, and Floor Conditions

Replacement doors and frames are manufactured or selected using the field conditions confirmed by Access Installs. Where an existing frame is retained, the replacement door is sized to the measured opening rather than nominal dimensions alone.

Older or altered openings may have non-standard hinge spacing, strike locations, rabbets, stops, undercuts, clearances or hardware preparations. Modifications outside the quoted scope are additional work.

Hanging, swing, active leaf, undercut and other configuration are based on the conditions confirmed during the site assessment unless changed by the Customer before material release. Customer-requested changes after material release may require replacement material and additional charges.

The Customer must disclose any planned change to wall thicknesses, coverings, plaster, protection guards, flooring, tile, carpet, coatings, thresholds or finished floor elevation before material release. Changes made after measurement may affect clearances and may require door modification, replacement material or a return visit.

5. Fire-Rated, Egress, and Accessibility Openings

Where the Final Quotation identifies a fire-rated or other life-safety opening, the door, frame, glazing, and hardware may be required to function together as a listed or approved assembly. Access Installs may require confirmation of the applicable rating, label or design requirement before material release.

If an existing rated frame is retained, reuse is subject to its condition, label status where applicable, permitted field modifications, hardware compatibility and required clearances. Access Installs may refuse a field modification that could reasonably compromise the rating, listing or intended life-safety performance.

A change to one component may require changes to other components. Any additional component, code-driven upgrade or consultant requirement not expressly included in the Final Quotation is a change to the work.

The Customer remains responsible for ensuring that each completed fire-rated or life-safety opening satisfies the applicable rating and code requirements, including where the work combines new components supplied by Access Installs with existing components retained in place. Access Installs installs the components identified in the Final Quotation in accordance with the applicable manufacturer listings and instructions, but does not warrant the fire-rating, listing, label status or certification of any assembly that includes a retained or existing component, or any component Access Installs did not supply. The Customer is responsible for obtaining any rating confirmation, inspection, testing or approval required by the manufacturer or the authority having jurisdiction.

Unless the Final Quotation expressly states otherwise, Access Installs is not providing architectural, engineering, fire-protection, code-consulting or accessibility-consulting services, and replacement of an opening does not constitute a comprehensive code review of the building.

6. Electrified Hardware and Access Control

Where electrified hardware is quoted, Access Installs' responsibility is limited to the hardware and installation work specifically identified in the Final Quotation.

Unless expressly included, the work excludes 120V branch power, electrical panel work, concealed low-voltage wiring, fire-alarm wiring or integration, access-control or credential programming, network connections, building-automation integration, permits for electrical work and troubleshooting of existing systems.

The Customer is responsible for coordinating electricians, security contractors, fire-alarm contractors, IT personnel and other trades required to complete integrations outside Access Installs' scope. Delay caused by another trade may result in a return-visit or remobilization charge.

7. Keying, Cylinders, and Restricted Systems

Unless expressly included in the Final Quotation, cylinders, interchangeable cores, keying, master-keying, restricted key systems, key duplication and related locksmith services are excluded from Access Installs' scope and are to be supplied, installed and/or configured by the Customer's locksmith or security provider.

Where Access Installs supplies or installs lock hardware intended to receive a cylinder or core supplied by others, the Customer is responsible for ensuring that the cylinder, core, keyway and keying system are compatible with the specified hardware.

Access Installs is not responsible for delays, incompatibility, rekeying, programming, replacement or additional work arising from cylinders, cores, keys or restricted systems supplied or specified by others. Any modification, return visit or additional work required to accommodate such systems may be subject to additional charges.

8. Finishes, Glazing, Thresholds, and Exterior Openings

Vision lites, glazing, glazing kits, louvers, thresholds, sweeps, seals, weather stripping and astragals are included only where expressly listed. Product or fire-rating limitations may restrict size, location, glazing type or configuration.

Unless a factory finish is specifically identified, hollow metal doors and frames may be supplied with the manufacturer's standard primer or specified factory coating. Finish painting after installation is excluded unless expressly quoted. Natural wood and factory finishes may contain reasonable variations in colour, grain or appearance, and new products may not exactly match aged or weathered existing finishes.

For exterior openings, Access Installs' work is limited to the quoted door-opening components. Door replacement is not remediation of the surrounding building envelope. Water infiltration, condensation or air leakage caused by walls, masonry, cladding, flashing, roofing, drainage or other building-envelope conditions outside the quoted opening is excluded.

9. Customer Responsibilities and Site Access

The Customer must provide safe, timely and unobstructed access to the work area and must obtain all owner, landlord, property-management, security or occupant authorizations required for Access Installs to perform the work.

The Customer is responsible for disclosing before acceptance any unusual site requirement that may materially affect cost or scheduling, including mandatory after-hours work, union requirements, security clearances, lengthy orientations, infection-control procedures, escorts, restricted loading hours, special parking/loading requirements or unusual safety procedures.

Unless expressly quoted, pricing assumes ordinary commercial access, ordinary material handling and work during Access Installs' normal installation hours. Premium labour, extraordinary parking/loading costs, specialized lifts, cranes, scaffolding or special access requirements may be additional.

10. Concealed Conditions and Hazardous Materials

Pricing is based on reasonably observable conditions and information available when the Final Quotation is prepared. Access Installs is not responsible for concealed or latent conditions that could not reasonably be identified before removal or installation.

Examples include hidden corrosion, concealed anchor failure, damaged wall construction, inadequate backing, embedded steel, concealed wiring, excessive grout, unexpected concrete or masonry, structural interference, water damage or other conditions behind doors, frames, walls or finishes.

If suspected asbestos, lead-containing material, mould or another hazardous condition is encountered, Access Installs may suspend the affected work until the condition is assessed and, where required, remediated by qualified parties. Testing and abatement are excluded unless expressly quoted.

11. Changes and Additional Work

A change to the work includes any change to products, quantities, dimensions, handing, hardware, site conditions, installation requirements or scope contemplated by the Final Quotation. Changes may arise from Customer requests, unsuitable retained frames, concealed conditions, altered site conditions, revised code/consultant requirements, additional openings or other conditions outside the original quoted scope.

Where reasonably practicable, Access Installs will advise the Customer of the price and schedule impact before performing material additional work. Written or electronic Customer approval is sufficient authorization for an agreed change. Additional work will be added to the Contract Price and may require additional prepayment before procurement or performance.

12. Pricing, Taxes, and 50% Prepayment

The Contract Price is the amount shown in the accepted Final Quotation, plus applicable taxes and approved changes. Pricing remains valid only for the validity period stated in the Final Quotation.

A prepayment equal to 50% of the Contract Price is required to complete acceptance and authorize Access Installs to proceed. The prepayment will be applied against the Contract Price. Access Installs is not required to release project-specific material for manufacturing or procurement until the Agreement is binding and required payment has been received.

Once project-specific material has been released, manufactured, prepared, finished, keyed or otherwise committed, the prepayment may be applied to those costs and may be non-refundable to the extent permitted by applicable law and these T&Cs.

13. Balance, Payment Preauthorization and Statutory Holdback

Unless the Final Quotation states otherwise, Access Installs may request preauthorization of the remaining balance approximately seven days before the anticipated installation date. The preauthorization reserves the payment method but is not intended to constitute final payment at that time.

If required preauthorization is not received approximately three days before installation, Access Installs may postpone the work and reallocate installation resources. Any resulting rescheduling or remobilization cost may be charged where reasonably incurred.

Subject to any statutory holdback or other mandatory requirement under applicable law, the unpaid balance becomes due when Access Installs' quoted work is substantially complete. Where the Construction Act (Ontario) applies, payment, prompt-payment procedures and holdback will be administered in accordance with the Act.

The Customer may not deduct backcharges, penalties, liquidated damages or other amounts that Access Installs has not expressly accepted in writing, except where a deduction is permitted by applicable law. Unless expressly agreed otherwise, the Customer's payment obligation is not contingent on receiving payment from another person.

14. Procurement, Special Orders, and Product Availability

Commercial doors, frames and hardware are frequently made, prepared, finished or keyed for a specific opening. Once released, these products may be non-cancellable, non-returnable or subject to manufacturer cancellation and restocking charges.

Customer-requested changes after material release may require new products and additional charges. If a quoted product becomes unavailable or is discontinued, Access Installs may propose a reasonably comparable substitute for Customer approval. Minor manufacturer changes that do not materially affect specified function do not constitute a breach.

Risk of loss or damage to products supplied under the Agreement passes to the Customer when the products are delivered to the project site. Where project-specific products are invoiced or placed in storage before delivery, risk in those products passes to the Customer when they are invoiced, and Access Installs will hold or arrange storage of them at the Customer's risk.

Title to products supplied under the Agreement remains with Access Installs until Access Installs has been paid in full for those products. Until title passes, the Customer will not encumber the products, and Access Installs may, on reasonable notice and where permitted by applicable law, recover products for which it has not been paid.

15. Scheduling, Delivery, and Delay

Manufacturing lead times and installation dates are estimates until Access Installs expressly confirms an installation date. Lead times begin only after the Agreement is binding and Access Installs has all information reasonably required to release the order, including measurements, selections, keying instructions and other required approvals.

Access Installs is not responsible for delay caused by manufacturer or supply-chain delay, transportation interruption, product shortage, labour disruption, severe weather, government action, utility interruption or other circumstances beyond its reasonable control.

If installation is delayed by the Customer, denied access, incomplete prerequisite work, missing approvals, other trades, site unreadiness or non-payment, Access Installs may reschedule and charge reasonable storage, handling, redelivery, return-visit or remobilization costs. Project-specific materials may be invoiced if installation is materially delayed after procurement.

16. Completion, Deficiencies, and Customer Use

Access Installs' work is substantially complete when the quoted opening or openings are installed and reasonably capable of their intended ordinary use, notwithstanding minor adjustments, cosmetic touch-ups, minor deficiencies or outstanding replacement parts that do not materially prevent use.

Access Installs may document outstanding items and will use commercially reasonable efforts to complete items for which it is responsible, subject to product availability, site access and the nature of the corrective work. The Customer must provide reasonable access for correction.

Minor punch-list items do not postpone contractual substantial completion or justify withholding an amount disproportionate to the outstanding item, subject to applicable law.

17. Damage by Others and Temporary Security

Access Installs' labour and workmanship are covered by the Access Installs Workmanship Warranty applicable to the project, which is incorporated by reference into these T&Cs. The Workmanship Warranty governs the scope and duration of workmanship coverage, available remedies, conditions of coverage, exclusions, claims procedures and limitations applicable to any alleged defect in Access Installs' labour or workmanship. In the event of a conflict between these T&Cs and the Workmanship Warranty concerning a workmanship warranty claim, the Workmanship Warranty will govern.

18. Cancellation and Suspension

Before material release, a Customer cancellation will be addressed in accordance with the Final Quotation and applicable law, and Access Installs may recover reasonable costs already incurred where permitted.

After project-specific products have been released or committed, the Customer is responsible, to the extent permitted by law, for unavoidable costs including non-returnable or manufactured material, cancellation/restocking charges, freight, detailing and labour already performed.

Access Installs may suspend procurement, delivery or installation where required payments, approvals, site access or preauthorizations have not been provided. Resulting schedule impacts are not delay by Access Installs.

19. Insurance

Access Installs will maintain Commercial General Liability insurance in an amount consistent with its ordinary business operations and applicable contractual requirements. Evidence of insurance will be provided to the Customer upon reasonable request.

Access Installs will maintain registration and coverage with the Workplace Safety and Insurance Board ("WSIB") where required by applicable law and will maintain its account in good standing. A current WSIB clearance certificate will be provided upon reasonable request where applicable to the Project.

20. LIMITATION OF LIABILITY

To the maximum extent permitted by applicable law, Access Installs will not be liable for any indirect, incidental, special, consequential or economic loss arising out of or relating to the Final Quotation, the Work or these T&Cs, including loss of profit, revenue, business, production, use, opportunity or anticipated savings.

Access Installs will be responsible only for direct loss or damage to the extent caused by Access Installs' breach of these T&Cs, negligence, or defective workmanship within the expressly quoted scope of Work.

Access Installs will not be responsible for loss, damage, deficiency or additional cost arising from or relating to:

- pre-existing, latent or concealed site conditions;
- existing doors, frames, hardware, wiring, access-control components or other materials retained as part of the Work;
- a frame that is not sufficiently plumb, level, square, securely anchored or otherwise suitable for the intended Work;
- inaccurate, incomplete or untimely information supplied by the Customer, its consultants, contractors or other third parties;
- products, materials, systems or work supplied, installed, altered or maintained by others;
- acts or omissions of other contractors, trades or building occupants;
- movement or deterioration of the building, walls, floors, structure or surrounding construction;
- misuse, abuse, vandalism, inadequate maintenance or normal wear and tear; or
- changes to an opening, surrounding construction or building system after Access Installs has completed its Work.

Except for amounts arising from Access Installs' fraud or wilful misconduct, Access Installs' aggregate liability arising out of or relating to a Project, whether in contract, tort (including negligence), warranty or otherwise, will not exceed the total amount paid or payable to Access Installs under the applicable Final Quotation.

21. INDEMNITY

To the maximum extent permitted by law, the Customer will indemnify Access Installs and its personnel against third-party claims, losses, damages and reasonable expenses (including legal fees) arising from: the Customer's lack of authority to authorize the work; hazardous materials or concealed conditions the Customer failed to disclose; existing components, systems or information provided by the Customer or by others on the Customer's behalf; or the Customer's material breach of the Agreement. This does not apply to the extent a claim is caused by Access Installs' own negligence or wilful misconduct.

To the maximum extent permitted by law, Access Installs will indemnify the Customer against third-party claims for bodily injury or physical damage to property to the extent caused by the negligence or wilful misconduct of Access Installs or its personnel in performing the work, subject to the Limitation of Responsibility section. Each party will promptly notify the other of a claim for which indemnity is sought and will not settle it in a way that imposes liability on the other without consent.

22. General

The person approving the Final Quotation represents that they are authorized to bind the Customer and to authorize the work at the project location.

Access Installs may take reasonable photographs and maintain measurements, field notes and project records for estimating, procurement, installation, quality control, warranty and dispute documentation. Personal information will be handled in accordance with the Access Installs Privacy Policy.

The Final Quotation, any attached schedules, these T&Cs and accepted changes constitute the entire agreement for the quoted work and replace prior discussions, estimates or representations concerning that work.

If any provision is invalid or unenforceable, the remaining provisions continue in effect to the extent permitted by law.

These T&Cs are governed by the laws of the Province of Ontario and the federal laws of Canada applicable in Ontario.