

Enchanting Pools KC

7660 1/2 North Oak Trafficway Suite, B
 Gladstone, MO 64118

Agreement to for Specialty Order Part:

Respond to email from info@northlandpools.com or text from EPKC Employee stating “I accept” or “I agree” to these service terms and conditions. In email or text please include your first & last name and preferred phone number for communications about services rendered.

Special Order Services Include

1. Enchanting Pools KC will order your part that is a special order once we have received payment for the part.
2. Enchanting Pools KC will then invoice separately for the labor to install said part if applicable.
3. Special Orders cannot be returned or refunded.
4. Once order is place Enchanting Pools KC will place your “ticket/service” on follow up status.
5. When the part is received, we will call you to let you know and then schedule the service for install if applicable.
6. We cannot guarantee any delivery times, but we will do our best to get your requested order timely and most cost effectively unless otherwise stated by client.

Client Responsibilities

1. Call 816-436-7946 or email info@northlandpools.com with any questions.
 - a. Client must communicate wants/needs with office and/or service technician to ensure proper service & part required.

Payment Schedule

How to pay: Check or Credit Card (online, call office to pay, in person at time of service with EPKC employee or mail in check prior to services rendered). Questions please contact 816-436-7946.

Item Description	Cost	Payment Due	Notes
Specialized Part / Order	Depending upon part	Prior to Services rendered	
Labor – Residential	\$85.00 per hour	At time of services.	
Labor – Commercial	\$100.00 per hour	At time of services.	