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**CUSTOMER SERVICE GUIDELINES**  
**(updated 08-14-2009)**

1. **ALL** service customers **MUST** call to schedule rehang and takedowns yearly. Never depend on a neighbor to call for you.
2. Certain areas are now all done together to help keep gas costs down. These customers will receive a colored postcard (automatic or not) and once you receive the card you **must call**. Never assume we will just put you on the list. Since we have no way of knowing if you moved or are having work done – we ask that you call. **YOU MAY SELECT A DIFFERENT WEEK AT AN ADDITIONAL CHARGE of \$50.00.**
3. We strongly recommend giving us at least a **MONTH'S** notice of when you want your awning rehung. Since weather plays an important role in us maintaining that schedule we need ample time to meet everyone's needs.
4. If you take your own awning down – do not cut the ropes and check it good for any repairs it will need done over the winter and deliver it to us ASAP so these can be completed in time for your scheduled rehang. This can create a big problem if we go to hang in spring and now it needs repairs. **THIS WILL DELAY IN THE HANGING OF YOUR AWNING.**
5. If we do not store your awning, it is your responsibility to make sure it is out and/or available for the men the week you are scheduled.
6. **ALL** New Jersey awnings will be pulled up and secured **UNLESS** you specify otherwise. We do not recommend leaving down in the wind if you are not there. If you **REQUEST THEM TO BE LEFT DOWN** – we will not be responsible for any damage caused by the wind.
7. We do not recommend leaving your awning up over the winter as these are not built for a snow load of any kind.
8. Should you have new windows or capping or siding work done and all hardware is removed – you must notify us. This changes the time allotted for your rehang and it will change your price. **THIS COULD DELAY YOUR REHANG.**
9. **VERY IMPORTANT REMINDER – NO REHANGS WILL BE SCHEDULED IN THE MONTH OF MAY.** This is used for clean ups that did not get done in April and new work sold over the winter.

These guidelines are important to follow and should always be kept handy and is posted on our website – [www.harperawnings.com](http://www.harperawnings.com). Should you have any questions, please call ASAP.

**THANK YOU FOR YOUR CONTINUED SERVICE, PATIENCE  
AND COOPERATION.**

Adele Harper-Warner

