MUD AND GLASS STUDIOS

CUSTOMER SERVICE AGREEMENT | Kiln Repair • Maintenance • Installation • Equipment Sales

This agreement establishes the general terms for services and equipment provided by Mud and Glass Studios ("Service Provider") to the customer ("Customer"). Specific work, parts, equipment, and charges may be described in separate estimates, work orders, purchase orders, or invoices.

1. Our Approach to Service

Mud and Glass Studios takes a diagnostic-first approach to kiln service. Before scheduling, we gather detailed information about equipment, electrical requirements, operating history, and reported problems. This preparation helps us arrive with appropriate tools and parts, reduce unnecessary return visits, and avoid additional customer expenses. Our service vehicle carries an extensive inventory of components and element materials. When appropriate, we can fabricate one or two replacement heating elements on site. Complete element replacements are generally ordered as full sets from the original equipment manufacturer (OEM). Although we strive to complete repairs in one visit, additional visits or special-order parts may be necessary.

2. Service Rates and Travel

- Service call: $125, including the first hour on site.
- Additional labor: $95 per hour, billed in 30-minute increments, with partial increments rounded in the Customer's favor.
- Mileage: $0.67 per mile, round trip from Lakeland, Florida, to the service location and back.

Travel time is not separately billed as labor. Whenever practical, Mud and Glass Studios coordinates appointments in the same area to reduce travel expenses for everyone. When multiple customers are served on the same route, the main portion of mileage charges may be shared. Customers may wait for another appointment in their area, but shared routing is not guaranteed. Individual or expedited appointments incur applicable round-trip mileage. Parts, materials, equipment, and approved expenses are additional unless included in an estimate.

3. Sunday, Evening, and Emergency Appointments

Sunday is ordinarily the Service Provider's day off. Limited Sunday appointments may be available for urgent service. The emergency service rate may also apply to customer-requested late-evening appointments, at the Service Provider's discretion.

- Emergency service call: $250, including the first hour on site.
- Additional labor and mileage are billed at standard rates unless otherwise agreed.

Emergency appointments are subject to availability and offered at the Service Provider's discretion. Any emergency charge will be communicated before the appointment is confirmed. Because Sunday appointments may occur during family time, the Customer acknowledges that the Service Provider may be accompanied by one or both children, where appropriate and safe.

4. Pre-Service Information and Documentation

The Customer agrees to provide accurate information and requested photographs before an appointment is confirmed. Requested information may include:

- Kiln manufacturer, model, serial number, and specification plate.
- Voltage, amperage, and electrical connection details.
- Photographs of the kiln, controller, surrounding workspace, and access route.
- Damage, error codes, unusual operation, symptoms, and operating or repair history.

Additional information may be requested to identify parts, assess accessibility, or evaluate electrical suitability. Incomplete or inaccurate information may delay scheduling, affect estimates, or require another visit. Submitting a service request or intake form does not guarantee an appointment or constitute acceptance of a job.

5. Customer Responsibilities and Site Preparation

Before repair, maintenance, installation, or delivery, the Customer agrees to:

- Empty the kiln of ware, shelves, posts, furniture, and removable contents, as applicable.
- Clear furniture, shelving, stored materials, and other obstructions from the work area and delivery route.
- Provide safe access to the necessary sides of the kiln, controls, and electrical connection.
- Provide adequate lighting, a safe workspace, and access to the equipment's electrical supply.

- Disclose known electrical problems, hazards, and unusual site conditions.

Approximately 18 inches of working clearance around a kiln is a general guideline; more space may be needed. Manufacturer requirements and applicable safety standards take precedence. Kiln moving and relocation are available as separately arranged services. Routine repair, maintenance, installation, and delivery appointments do not include moving furniture, shelving, stored materials, personal belongings, or other equipment to gain access to the work area or delivery location. The Customer must ensure the workspace, delivery route, and final equipment location are clear and appropriately prepared. If a kiln must be moved or repositioned beyond the agreed scope, this must be arranged in advance. Additional labor, equipment, or assistance may be required, and charges will be communicated beforehand. If the site is not ready or safe access is unavailable, the Service Provider may postpone or decline the work. Applicable service call and mileage charges may still apply when a scheduled visit cannot be completed due to inadequate preparation or access.

6. Electrical Work and Limitations

Mud and Glass Studios provides electrical diagnostics and repairs associated with kilns and related equipment. The Service Provider is not a licensed electrical contractor. Electrical work is limited to activities permitted under applicable law and the Service Provider's insurance coverage. Permitted services may include equipment troubleshooting, electrical measurements, kiln wiring repairs, connection to an existing suitable junction box, and replacement of an existing receptacle with an appropriate equivalent where legally permitted. Mud and Glass Studios does not install new branch circuits, junction boxes, electrical panels, breakers, service wiring, or electrical service upgrades, or perform other work requiring a licensed electrical contractor. The Customer is responsible for arranging a licensed electrician for work outside this scope. The Service Provider may decline or discontinue work if the electrical supply or installation is unsafe, inadequate, improperly installed, or incompatible.

7. Parts and Materials

Mud and Glass Studios maintains an inventory of common replacement parts and distributes parts for major kiln manufacturers. Customers are encouraged to obtain parts through Mud and Glass Studios to improve compatibility and appointment preparation. Special-order or high-cost components, including certain premium heating elements, may require prepayment. Customer-supplied parts are not warranted by Mud and Glass Studios; any manufacturer or seller warranty remains the responsibility of the original supplier. For service locations more than 90 miles from Lakeland, Florida, Mud and Glass Studios may decline appointments when the Customer has purchased replacement parts independently.

8. Used and Refurbished Components

Mud and Glass Studios may recommend used, salvaged, or refurbished components, particularly for older kilns where new parts may be costly or impractical. The Service Provider will disclose the condition and source, explain the recommendation, and obtain Customer approval before installation. Used and refurbished components supplied by Mud and Glass Studios carry a 90-day limited warranty. If a covered component fails within 90 days of installation, the amount paid for that component will be credited toward a new replacement component. The credit applies to the component price, not unrelated repairs or equipment. Misuse, external electrical problems, physical damage, and other excluded causes are not covered. Customers may choose a new component instead, subject to availability.

9. Workmanship and Component Warranties

Workmanship: Mud and Glass Studios warrants repair workmanship for 90 days from completion. If an issue is determined to result from the Service Provider's workmanship during that period, covered corrective work will be performed without additional repair labor charges. For locations within 90 miles of Lakeland, a return visit will be arranged. For locations more than 90 miles away, the Customer must transport the equipment to the Service Provider for warranty evaluation and correction. Manufacturer warranties: New components and equipment may carry separate manufacturer warranties, subject to the manufacturer's current terms and exclusions. These are separate from the 90-day workmanship warranty; Mud and Glass Studios does not independently guarantee manufacturer warranty periods or outcomes. Exclusions: Workmanship coverage excludes unrelated failures, ordinary wear, pre-existing defects, improper operation, misuse, physical damage, inadequate electrical supply, unauthorized modifications, and work performed by others. Parts are not independently warranted by Mud and Glass Studios unless expressly stated, including the used/refurbished component warranty above.

10. Payment Terms

Standard repairs: Payment is due upon completion of the service visit unless other terms are approved in advance. Schools and government customers: Approved entities may receive Net 30 terms for repair services, subject to agreed purchase-order requirements. New kiln purchases: Orders generally require a deposit of approximately 30%, ordinarily capped at $1,500 unless otherwise agreed. The remaining balance is due at or before delivery; equipment will not be released until the required balance is paid unless different written terms apply. Special-order parts: Advance payment may be required. Payment methods: Checks payable to Mud and Glass Studios and cash are preferred. ACH bank transfers are also accepted; routing and account information are available upon request. Credit cards are accepted with a 3.5% processing charge where permitted by law, card-network rules, and processor requirements. Any applicable charge will be disclosed before payment.

11. Customer Drop-Off Repairs

Customers may arrange to drop off smaller kilns or equipment for repair, avoiding the standard on-site service call and mileage charges. Drop-off work is scheduled around existing commitments and is not intended for urgent turnaround; repairs may take approximately two weeks or longer depending on workload and parts availability. Customers must remove all ware, shelves, posts, and other loose contents before transporting the kiln. Kilns must be transported and delivered empty. When repairs are complete, Mud and Glass Studios will notify the Customer and issue the final invoice. Payment and pickup are required within 40 calendar days after notification. Extensions may be granted at the Service Provider's discretion when the Customer maintains reasonable communication. Unpaid or unclaimed equipment may be subject to applicable storage, lien, collection, or disposition procedures strictly under Florida law. The 40-day deadline does not itself authorize automatic sale or disposal.

12. Scheduling, Rescheduling, and Mutual Courtesy

Mud and Glass Studios is a small, independently operated business. Appointments are typically scheduled two to three weeks in advance, and each appointment represents time reserved specifically for that customer. Customers are kindly asked to notify Mud and Glass Studios as soon as possible if their service needs change. Whether a kiln has been repaired, a replacement has been purchased, or other arrangements have been made, early notice allows that appointment time to be offered to another customer who may be waiting for assistance. The Service Provider also recognizes that unexpected circumstances arise. As a parent of young children with family responsibilities, the Service Provider may occasionally need to reschedule an appointment, sometimes with limited notice. When this happens, customers will be contacted as promptly as possible, and every reasonable effort will be made to find a suitable alternative. When appropriate and available, accommodations may include priority rescheduling or a Sunday appointment without the usual emergency service charge. We appreciate our customers’ flexibility and consideration, and strive to extend that same courtesy in return. By communicating promptly and respecting one another's time, we can serve as many customers as possible without unnecessary delays.

13. Estimates and Additional Work

Estimates are based on available information. Actual conditions may differ after inspection or disassembly. If additional work, parts, or expenses are identified beyond the agreed scope, Mud and Glass Studios will seek Customer approval before proceeding. The Service Provider may decline work that is unsafe, outside its scope, or impractical due to equipment condition, parts availability, or other circumstances.

14. Agreement and Acknowledgment

By accepting this agreement through the customer intake form, the Customer acknowledges reviewing and understanding the service rates, travel charges, payment terms, scheduling policies, warranty provisions, electrical work limitations, and site preparation requirements. The Customer agrees to provide accurate information, prepare the equipment and work area, and communicate scheduling changes promptly. This agreement applies to current and future services provided by Mud and Glass Studios unless replaced by a revised agreement or modified by a separate written agreement.

Mud and Glass Studios - Lakeland, Florida