

Terms of Service

Effective Date: 09/26/2025

1. Introduction

Welcome to **ONE DREAM REMODELING LLC** (“Company,” “we,” “our,” or “us”). These Terms of Service (“Terms”) govern your use of our gutter installation, maintenance, and repair services, as well as all related communications. By hiring or using our services, you agree to these Terms. If you do not agree, please do not use our services.

2. Services

We specialize in:

- Residential gutter installation in various styles and materials;
- Preventive and corrective gutter maintenance;
- Gutter cleaning, unclogging, and repairs;
- Technical consulting for water drainage system adjustments.

Additional services may be offered under separate agreements.

3. Eligibility

You must be at least 18 years old and legally authorized to enter into binding agreements. By accepting these Terms, you represent that you meet these requirements.

4. Estimates, Contracts & Payments

- All services begin with an estimate or proposal outlining scope, pricing, and timeline.
- Service start is subject to formal approval of the proposal and, when applicable, an initial deposit.
- Payments must follow the agreed contractual schedule.
- In case of **cancellation after work has begun, payments are non-refundable**. Administrative fees, purchased materials, and labor hours may be deducted.

5. Scheduling & Cancellations

- Services must be scheduled in advance through our official sales channels (phone, email, website, or other designated means) and are only confirmed once a confirmation email or message is sent by the company.
- Changes or rescheduling requests must be made with **at least 48 hours' notice**.
- Missed appointments without prior notice may result in additional charges and loss of scheduling priority.

6. Communication Consent (A2P SMS Compliance)

By providing your phone number, you expressly consent to receive SMS or MMS messages from us regarding:

- Service reminders and updates;
- Contract and payment notifications;
- Promotional offers and new services.

Message Frequency: Varies by user activity.

Message & Data Rates: May apply depending on your carrier.

Opt-Out: You may opt out at any time by replying **STOP**. A confirmation message will follow.

Help: Reply **HELP** or contact us via the support email/phone below.

We will not sell or share your phone number with third parties for marketing purposes.

7. Privacy Policy

We respect your privacy. Please review our Privacy Policy to learn how we collect, use, and protect your personal information.

8. Intellectual Property

All technical materials, documents, images, and guidance shared through our services remain the property of **ONE DREAM REMODELING LLC**. Unauthorized use is prohibited.

9. Limitation of Liability

To the maximum extent permitted by law, the Company is not liable for:

- Indirect, incidental, or consequential damages resulting from use of our services;
- Delays caused by factors beyond our control, such as weather, legal restrictions, or material shortages.

10. Amendments

We may update these Terms periodically. Updated versions will be posted on our website. Continued use of our services after changes constitutes acceptance of the revised Terms.

11. Contact Information

One Dream Remodeling LLC

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Winter Garden, FL, 34787

Email: contact@onedreamc.com

Phone: (407) 301-2288