



PLATINUM INSTALLATIONS · COLORADO

Installation Contract

Version: v1.1 · **Effective:** 2026-06-30 · **Governing law:** State of Colorado · **Contracting entity:** AKK Platinum Installations LLC
(CO License #20241789763)

Notices

Cancellation Rights (Colorado C.R.S. § 5-3-401)

You may cancel this Contract, without penalty or obligation, within **three (3) business days** after signing. See the Notice of Right to Cancel at the end of this Contract. If your project involves residential roofing, an additional 72-hour cancellation window may apply (see Colorado Addendum §2).

ARBITRATION NOTICE. This Contract requires that most disputes between you and AKK be resolved by **binding arbitration**, not by court trial. Both parties waive the right to a jury trial and the right to participate in a class action. Small-claims-court matters are excluded from arbitration. Full terms in §16.

Communication Consent

By signing this Contract, you consent to AKK contacting you at the email address and phone number you provided regarding your order — including automated text messages related to scheduling, arrival windows, and installation completion. Message and data rates may apply. Reply STOP to opt out of texts at any time. Full SMS terms at urakk.com/sms-terms. Privacy terms at urakk.com/privacy-policy.

Photo Documentation and Marketing Use

Our crews photograph the work area before, during, and after installation for quality control, warranty documentation, and dispute-resolution records. **By signing this Contract, you grant AKK an irrevocable, worldwide, royalty-free license to use these photographs and any video recordings of the work — including any before/after imagery of the Premises — for internal purposes AND for AKK's marketing, advertising, social media, website, and promotional materials in any medium, in perpetuity.**

AKK will not intentionally include personally identifying information (customer names, house numbers on street signs, family photographs on walls) in public marketing use. If you have specific privacy concerns about a particular image after publication, contact info.support@urakk.com and AKK will remove or blur that image on a best-effort basis, but the license granted above is not revocable in general.

Time of Service

Installation is anticipated to start **within 30 days** of the transaction date, subject to product availability, permit timelines, and crew scheduling. Standard installations are anticipated to complete **within 60 days** of the transaction date. Custom or special-order goods may extend these timelines; AKK will notify you if that applies to your order.

Lead-Safe Information (Federal EPA RRP Rule)

If your installation involves disturbance of painted surfaces in a home or child-occupied facility built before **1978**, federal law requires that you receive the EPA's *Renovate Right* pamphlet before work begins. By signing this Contract, you acknowledge receipt of that pamphlet (delivered via the link in your order confirmation email) or acknowledgement that your project is exempt (post-1978 construction, or work that does not disturb painted surfaces). Pamphlet: epa.gov/lead/renovate-right.

Managing Your Order

You can review your order status, tracking, scheduled installation window, invoice, and this signed Contract anytime at urakk.com/my-account.

Terms and Conditions

1. Definitions

TERM	MEANING
AKK	AKK Platinum Installations LLC, a Colorado limited liability company, Colorado license #20241789763.
Contract	This document, together with (a) any State Addendum, (b) any executed Change Orders, (c) the order confirmation page, and (d) any specifications or scope documents referenced herein. This Contract is the entire agreement between you and AKK.
You / Customer	The person executing this Contract.
Goods	The physical products you are purchasing in connection with the Installation Services (appliances, fixtures, materials, etc.). Listed on your order confirmation.
Installation Services	The labor, delivery, staging, installation, testing, and cleanup work performed to install the Goods at the Premises.
Premises	The installation address you provided at checkout.
Price	The total dollar amount stated on the order confirmation, including Goods, Installation Services, applicable taxes, and any add-on services purchased.
Change Order	A written amendment to this Contract that modifies scope, price, or timing, signed by both parties.

2. Scope

This Contract covers the purchase and installation of Goods listed on your order confirmation. **AKK is the sole contracting party with you.** You will not be asked to sign a separate contract with any installer.

AKK does not perform Installation Services directly. AKK arranges for Installation Services to be performed by **AKK-certified installers** — independent contractors who have completed AKK's training and certification program. Each AKK-certified installer directs, controls, and performs the Installation Services using tools and equipment they provide. AKK-certified installers are not employees, agents, or subcontractors of AKK. AKK is not liable for the acts or omissions of any AKK-certified installer beyond the workmanship warranty stated in §14.

Notwithstanding the above, AKK retains full responsibility for the **workmanship warranty** described in §14 — if the work is defective, your remedy is against AKK under §15, not against the installer directly. Your payment goes only to AKK (§12(1)); AKK pays the installer separately.

AKK reserves the right to decline or terminate this Contract if, after inspection or upon arrival at the Premises, AKK determines the work is beyond the scope originally contemplated (see §8).

3. Delays and Exclusions

Neither AKK nor its AKK-certified installers are responsible for delays resulting from events beyond reasonable control, including: acts of nature, governmental actions, manufacturer or delivery delays, damage caused by third parties, labor unrest, permitting delays outside our control, your credit or financing timeline, incorrect information you provided, legal encumbrances on your property, zoning or code non-compliance at the Premises, undisclosed physical or environmental hazards, delay caused by you, or your non-compliance with this Contract. None of the above constitute a breach by AKK.

4. Pricing

The Price stated on the order confirmation includes applicable taxes and standard permit fees reasonably known to AKK at the time of purchase. Where additional charges become known after signing (e.g., permit fees that vary by inspection outcome, or scope changes discovered on site), AKK will notify you and issue a Change Order per §10. You have the right to cancel the unperformed portion of the Contract without penalty if the revised Price is not acceptable.

5. Title and Ownership of Goods

Title to Goods **passes to you upon completion of installation** — not upon delivery. Until installed, Goods remain the property of AKK. Any surplus materials remaining after completion (e.g., leftover flooring, unused fixtures) are the property of AKK and will be removed by our crew, unless you and AKK agree in writing that surplus is retained by you.

6. Payment

The full Price is due upon signing this Contract, charged to the payment method you provided at checkout. Payment for any Change Order is due upon Change Order execution. If a Change Order increases the Price by **\$500 or more**, AKK will require your explicit re-authorization before the additional charge is processed.

7. Licenses, Permits, and Compliance

AKK will obtain all licenses, registrations, and permits required to perform the Installation Services at the Premises. You agree to cooperate with any required inspection or permit process (including scheduling access for inspectors). AKK will perform Installation Services in compliance with applicable Colorado state and local building codes, safety regulations, and zoning ordinances. You remain responsible for any pre-existing code violations at the Premises; this Contract does not obligate AKK to correct them.

8. Undisclosed Conditions

You represent that, to the best of your knowledge, the Premises are free from hidden defects, structural weaknesses, or hazardous conditions that would materially affect the Installation Services — examples include mold, mildew, rot, asbestos, active infestation, damaged substructure, or non-code utility connections behind walls or under floors.

If AKK discovers an Undisclosed Condition before or during installation:

1. AKK will notify you promptly and document the condition (photograph, written description).
2. You must remedy the condition at your sole cost before installation can proceed.
3. If you dispute that a condition exists, AKK may commission a licensed third-party inspection at your cost; the inspector's finding is final.

4. If you refuse remediation or the inspection, AKK may terminate this Contract. Any Goods already delivered but not installed will be either returned for refund (in original condition) or become your property, at AKK's discretion.

9. Returns

Returns of Goods are governed by AKK's Return Policy at urakk.com/return-policy. The return window for Goods purchased with Installation Services begins **upon installation completion**, not upon delivery. Standard consumer returns receive full refunds within the policy window. **Custom and special-order Goods** — including cut, sized, color-matched, or made-to-order items (cabinets, countertops, flooring, window treatments) — are subject to a **20% restocking fee** if returned, provided they are returnable at all under the manufacturer's terms. This restocking fee reflects AKK's actual costs (freight, repackaging, restocking labor, and depreciation) and is intended to be a genuine deterrent to speculative custom orders.

10. Changes and Change Orders

If, during the course of the project, the scope of work changes (substitution of materials, expansion of scope, discovery of additional needed work), the following applies:

- **Under \$500:** AKK may proceed with your verbal or written approval. Change is documented and attached to your order record. No signed addendum required.
- **\$500 or greater:** Requires a signed written Change Order documenting the scope change, price difference, and any schedule change. The Change Order is a legally binding amendment to this Contract. **A new signed PDF is generated and archived alongside your original Installation Contract** in your account.

Change Orders are binding on AKK only once signed by both parties.

11. Customer Warranty Against Third-Party Rights

You warrant that:

1. You are the owner of the Premises or have the legal right to authorize the Installation Services at the Premises.
2. Performance of Installation Services will not violate any easement, covenant, HOA rule, historic district regulation, or any third-party interest in the Premises.
3. You have the authority to enter into this Contract.

If any of the above is inaccurate and results in a claim or work stoppage, you are responsible for any resulting damages.

12. Customer Responsibilities

You agree to:

1. **Pay only AKK.** All payments related to this Contract go to AKK directly. Do not pay crews, installation partners, or subcontractors separately. This Contract is solely between you and AKK.
2. **Mark hazards and utilities.** Before installation begins, identify and mark the location of buried utility lines, property lines, irrigation, sprinklers, septic tanks and fields, and any other hazards unique to your property. You are responsible for damage caused by unmarked hazards.

3. **Maintain code-required safety equipment.** Ensure the Premises have functioning smoke alarms and carbon monoxide detectors as required by Colorado law. Missing or non-functional detectors are treated as an Undisclosed Condition.
4. **Provide a safe work environment.** Work areas free from vermin, pre-existing hazards, and code violations. Allow crew access to work areas and restrooms. Provide climate control and electricity to work areas. Keep pets and unattended minors clear of work areas during installation.
5. **Sign the Completion Certificate.** Upon installation completion, sign the digital Completion Certificate confirming the work meets the scope of this Contract. If you have concerns, note them on the Certificate; AKK will address them per §14.
6. **Not assign this Contract.** You cannot transfer your rights under this Contract to another party without AKK's written consent.
7. **Notify AKK promptly of any claim.** If you believe there is a defect or issue with the Installation Services, notify AKK within **30 calendar days** of when you knew or reasonably should have known. AKK will respond to any notice within **60 calendar days**.
8. **Assume risk if you assist.** If you choose to physically assist with delivery, staging, or installation, you assume the full risk of that assistance. AKK is not liable for injury or damage arising from your voluntary participation.

13. Manufacturer Warranty for Goods

The Goods installed under this Contract carry the manufacturer's warranty provided by the original manufacturer (Samsung, LG, Bosch, GE, Kohler, etc.). AKK will deliver any warranty documentation accompanying the Goods. You may also contact AKK for a copy at any time.

AKK DOES NOT WARRANT THE GOODS THEMSELVES. AKK EXPRESSLY DISCLAIMS ALL WARRANTIES ON THE GOODS, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. PRODUCT DEFECTS, MALFUNCTIONS, OR PREMATURE FAILURES ARE ADDRESSED THROUGH THE MANUFACTURER'S WARRANTY, NOT THROUGH AKK.

14. AKK Limited Workmanship Warranty

AKK warrants that Installation Services will be performed in a good and workmanlike manner in accordance with industry standards and applicable codes. This workmanship warranty extends for a period of:

- **One (1) year** from the date of installation completion for standard installations.
- **Two (2) years** from the date of installation completion for **Premium Installations**, defined as any installation with a labor cost of \$2,000 or greater, or any full-room renovation (kitchen remodel, bathroom remodel, or equivalent multi-item scope).

The workmanship warranty **does not cover:**

1. Defects caused by an Undisclosed Condition or pre-existing environmental hazard.
2. Damage from abuse, misuse, neglect, improper cleaning, or failure to follow manufacturer instructions.
3. Damage caused by acts of nature, third parties, or subsequent modifications by anyone other than AKK.
4. Normal wear and tear.
5. Cosmetic issues not affecting functionality that were reasonably observable at completion and not noted on the Completion Certificate.

THIS WORKMANSHIP WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

15. Limitation of Liability

For any claim under this Contract:

1. Your sole and exclusive remedy is, at AKK's discretion: (i) re-performance of the Installation Services to correct the defect, or (ii) refund of all or part of the Price paid.
2. AKK's total liability under this Contract is capped at the total Price paid under this Contract.
3. **AKK IS NOT LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES** — INCLUDING LOST PROFITS, PROJECT DELAY COSTS, DAMAGE TO UNRELATED PROPERTY, OR PERSONAL INJURIES — EVEN WHERE AKK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
4. Where such damage limitations cannot be excluded by law, they are limited to the maximum extent allowed by law.

16. Arbitration, Jury Trial Waiver, and Class Action Waiver

Informal resolution first. If you have a claim or dispute related to this Contract, you agree to first contact AKK at info.support@urakk.com or 719-459-7818 and provide (a) your name and contact information, (b) a description of the claim, (c) the order number, and (d) the relief sought. AKK and you will meet within 30 days by phone or video to attempt informal resolution. Either party may proceed to arbitration or small-claims court if the dispute is not resolved within 60 days.

Binding arbitration. Any claim not resolved informally, and not eligible for small claims court, shall be resolved by binding arbitration administered by JAMS or the American Arbitration Association (AAA), under their then-current rules. Arbitration will occur in the Colorado county where the Premises is located.

Claims covered by arbitration include: all claims arising from or relating to this Contract, the negotiation of this Contract, any Goods or Installation Services provided, any pre-Contract representations, all common law claims, all statutory claims, and all claims for damages or injunctive relief.

Waivers. By agreeing to arbitration, both you and AKK waive:

1. The right to a jury trial.
2. The right to bring a lawsuit in court (except in small claims).
3. The right to participate in a class action, class arbitration, or representative proceeding of any kind.

How arbitration works. Either party initiates by written notice to the other. Filing fees and arbitrator fees are shared equally, except where law requires AKK to pay all fees. Each party bears its own attorneys' fees unless the arbitrator finds a claim frivolous, in which case the frivolous claimant reimburses the other's costs.

The Federal Arbitration Act governs this arbitration provision.

17. Governing Law and Severability

This Contract is governed by the laws of the **State of Colorado**, without regard to conflict-of-laws principles — except that the Federal Arbitration Act governs the arbitration provision in §16.

If any provision of this Contract is determined to be unenforceable, that provision is severed and the remainder of the Contract remains in full force and effect.

18. Credit and Financing

If you use a credit card, financing plan (Affirm), or other lender to pay the Price, the total cost of your purchase depends on your credit or financing terms. Interest, finance charges, or fees may apply. **AKK is not a party to your cardholder agreement or financing agreement.** Disputes with your card issuer or lender are between you and them.

19. Waiver of Liens

AKK will not, and will require its AKK-certified installers not to, file any mechanic's lien, materialman's lien, or other lien on the Premises related to this Contract. AKK waives all such lien rights on its own behalf and requires the same waiver from all AKK-certified installers and suppliers as a condition of their payment.

20. Digital Signature, Counterparts, and Amendment

Digital signature. You provide legal electronic assent to this Contract under the federal E-SIGN Act (15 U.S.C. § 7001) and the Colorado Uniform Electronic Transactions Act (C.R.S. § 24-71.3-101 et seq.) by **either** of the following actions:

1. Checking the "I agree to the AKK Installation Contract" box at checkout, OR
2. Completing payment for an order that includes Installation Services.

Either action alone constitutes your full electronic signature and agreement to the entirety of this Contract. Your assent is timestamped and recorded with your IP address as part of your order record.

Counterparts. This Contract may be executed electronically or in physical counterparts, each of which is deemed an original.

Amendment. This Contract may only be modified by a Change Order signed by both parties (see §10).

21. Questions and Support

For questions about scheduling, order status, or this Contract:

- **Phone:** 719-459-7818
- **Email:** info.support@urakk.com
- **Web:** urakk.com/contact · urakk.com/my-account

Colorado Addendum

For Installation Services performed in the State of Colorado, this Colorado Addendum supplements the Terms and Conditions above. Where the Addendum conflicts with the main Terms, **the Addendum controls**.

1. Colorado Licenses and Certifications

AKK Platinum Installations LLC operates under the following Colorado licenses and certifications:

- **Colorado Business License #20241789763**
- **Pikes Peak Regional Building Department contractor registration [PPRBD # TO BE PROVIDED]**
- **El Paso County contractor certifications as applicable**
- **Additional licenses in Colorado municipalities where AKK performs Installation Services**

Current license and certification status available upon request at info.support@urakk.com.

AKK maintains **commercial general liability insurance, commercial automobile liability insurance, and workers' compensation insurance** as required by Colorado law, through insurers rated A/X or higher by A.M. Best. A Certificate of Insurance is available upon written request.

2. Residential Roofing Contracts

If the Installation Services include "Roofing Work" or "Roofing Services" as defined by C.R.S. § 6-22-102(4) (a), the following applies:

- Upon your written request, AKK will hold any payment received from you **in trust** until Goods have been delivered to the Premises or a majority of Installation Services have been performed.
- You have the right to **cancel the Contract within seventy-two (72) hours** of execution and obtain a full refund of any deposit — separate from and in addition to the standard 3-business-day cancellation right below.
- If you intend to pay the Price with insurance proceeds from a property damage claim, you must (i) notify AKK in writing of that intent, (ii) not execute this Contract until AKK acknowledges the notice in writing, and (iii) may cancel the Contract within 72 hours after receiving written notification from your insurer that your claim was denied in whole or in part.
- AKK will **not pay, waive, rebate, or promise to pay** any insurance deductible applicable to your roofing insurance claim (Colorado law prohibits this).

3. Right to Cancel (Home Solicitation Sales)

For sales that meet the definition of a "home solicitation sale" under C.R.S. § 5-3-401 — meaning any transaction where AKK solicited the sale at your residence — you have the right to cancel within **three (3) business days** after signing this Contract. See the Notice of Right to Cancel below.

4. Waiver of Liens (Colorado)

AKK requires its AKK-certified installers, materialmen, and suppliers to fully waive all mechanic's liens, materialman's liens, and other liens against the Premises as a condition of AKK's payment to them.

Notice of Right to Cancel

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN THREE (3) BUSINESS DAYS FROM THE DATE OF THIS CONTRACT.

If you cancel within that window:

- Any payments you made will be refunded within **10 business days** of AKK's receipt of your cancellation notice.
- Any goods delivered to you must be made available to AKK, in substantially the same condition as when received. If AKK does not pick up the goods within 20 days of your cancellation notice, you may keep or dispose of the goods without further obligation.
- Any security interest AKK has in the goods is cancelled.

To Cancel

Send a signed and dated written notice — email is sufficient — no later than midnight of the third business day after the Contract date (not counting Saturdays, Sundays, or federal holidays):

- **Email:** info.support@urakk.com
- **Mail:** AKK Platinum Installations LLC, [MAILING ADDRESS TO BE PROVIDED], Colorado Springs, CO
- **Phone confirmation:** 719-459-7818 (call to confirm receipt; written notice still required)

NOTICE OF CANCELLATION

I HEREBY CANCEL THIS TRANSACTION.

Order number: _____

Date signed: _____

Customer signature: _____

Printed name: _____

Phone: _____

Signature Block

The following block is auto-populated on the personalized PDF generated at checkout:

CUSTOMER

Name: {{customer_full_name}}
Installation address: {{install_address}}
Email: {{customer_email}}
Phone: {{customer_phone}}

ORDER

Order number: {{order_number}}
Contract version: v1.1 (2026-06-30)

SCHEDULED INSTALLATION

Date: {{install_date}}
Window: {{install_window}}

SCOPE

{{line_items_with_install_flags}}

TOTAL PRICE: {{price_total}}
Includes: {{product_total}} in Goods + {{install_total}} in Installation
Services + {{tax_total}} tax

ELECTRONIC ASSENT

Signed at: {{assent_timestamp_iso}} Mountain Time
IP address: {{customer_ip}}
Browser fingerprint: {{user_agent_hash}}

AKK

AKK Platinum Installations LLC
Colorado License #20241789763
[MAILING ADDRESS TBD], Colorado Springs, CO
719-459-7818 · info.support@urakk.com