

Terms of Service & Standard Project Terms

ROCU Solution LLC d/b/a STEPS & GLASS

Effective Date: January 1, 2026

These Terms (“**Terms**”) govern (a) your use of our website and (b) the purchase of products and services from **ROCU Solution LLC** (“**ROCU**,” “**we**,” “**us**”), including custom stairs, treads, railings, glass railing systems, and related measurement, design/3D rendering, manufacturing, delivery coordination, and installation (collectively, the “**Services**” and “**Products**”).

If you are agreeing to these Terms on behalf of a company, you represent you have authority to bind that company.

1 Scope of Work; Priority of Documents

1. **Quotes / invoices / approvals control.** Your project scope, specifications, pricing, schedule, and payment terms are described in our proposal, quote, invoice, and any approved drawings/specifications (collectively, the “**Order Documents**”).
2. **Order of precedence.** If these Terms conflict with an Order Document, the Order Document controls.

2 What We Provide

Depending on your Order Documents, we may provide one or more of the following:

- Custom stair systems (interior/exterior, floating, central stringer/beam, custom metal stairs, etc.)
- Stair treads and related components
- Railings and glass railing systems (base shoe, frameless balustrade, post systems, spigot systems, standoff systems, and related hardware)
- Project workflow services such as on-site measurement, design/3D rendering, in-house manufacturing/fabrication, delivery coordination, and installation

3 Estimates, Renderings, and Approvals

1. **Estimates are not final.** Pricing and lead times may change based on field measurements, engineering/code requirements, material availability, finishes, or scope changes.
2. **Renderings are visual representations.** 3D renderings are for design intent and client communication; they are not structural/engineering documents unless an Order Document explicitly states otherwise.
3. **Client approvals are required.** You must review and approve key specifications (dimensions, finishes, glass type, hardware, layout) before fabrication. Once approved, changes may require a written change order and can add cost and time.

4 Customer Responsibilities (Site, Access, Readiness)

You agree to:

- Provide timely site access for measurement and installation.
- Ensure the work area is safe, accessible, and ready (e.g., framing/substrates complete and within tolerance; other trades coordinated; power and reasonable working conditions available).
- Disclose known site conditions that may affect installation (e.g., uneven substrates, waterproofing membranes, post-tension slabs, concealed utilities).
- Obtain permits/approvals unless the Order Documents state we will do so.

5 Scheduling, Delays, and Change Orders

1. **Schedules are estimates.** Timing depends on approvals, site readiness, and materials availability.
2. **Delays outside our control.** We are not responsible for delays caused by customer changes, site conditions, other trades, inspections, or supplier/carrier issues.
3. **Change orders.** Any scope/spec changes must be documented and may change price and schedule.

6 Pricing, Payments, and Late Fees

1. **Payment terms.** Your payment schedule is defined in your Order Documents.
2. **Fabrication timing.** We are not required to begin fabrication until required payments and approvals are received.
3. **Late payments.** Past-due amounts may accrue **1.5% per month** (or the maximum allowed by law), plus reasonable collection costs.

7 Custom / Made-to-Order Work

Most stairs, railings, glass panels, and many tread orders are **made-to-order** and produced to your approved specifications. You acknowledge that made-to-order items cannot be treated like standard retail returns.

8 Installation Completion and Customer Acceptance

1. **Acceptance at installation.** Because ROCU installs the stairs/railings/glass systems, **customer acceptance occurs upon installation completion.**
2. **Walkthrough / punch list.** At completion, we will provide an opportunity for a walkthrough. Any installation issues must be identified at that time and documented (a “punch list”).
3. **If you are not present.** If you (or your representative) are not available at completion, acceptance will be based on completion notice and reasonable documentation (photos/video), and the work will be deemed accepted unless you report a material installation issue within **48 hours** of completion notice.
4. **Exclusions.** Minor cosmetic variations consistent with material characteristics (wood grain, natural variation, standard fabrication tolerances) are not defects.

9 Limited Workmanship Warranty (12 Months)

We provide a **12-month limited workmanship warranty** from the date of installation completion, covering installation workmanship issues attributable to ROCU.

This does **not** cover: normal wear and tear; misuse; lack of maintenance; damage from other trades; building movement/settlement; water intrusion; corrosion caused by improper care/exposure; alterations or repairs by others; or issues caused by site conditions outside our control.

Manufacturer warranties for hardware/materials (if any) are provided by the manufacturer and may have separate terms.

10 Intellectual Property

ROCU retains ownership of its designs, methods, templates, and know-how. Unless otherwise stated in an Order Document, you may use final deliverables for the specific project/site only after full payment.

11 Website Use

All website content (text, photos, drawings, renderings) is owned by ROCU or its licensors and may not be copied or reused without permission.

12 Warranty Disclaimer (General)

TO THE MAXIMUM EXTENT PERMITTED BY LAW, EXCEPT AS EXPRESSLY STATED IN THE ORDER DOCUMENTS OR THIS SECTION, PRODUCTS AND SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.”

13 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

- ROCU IS NOT LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OR LOST PROFITS.
- ROCU’S TOTAL LIABILITY SHALL NOT EXCEED THE AMOUNT YOU PAID ROCU FOR THE SPECIFIC ORDER GIVING RISE TO THE CLAIM.

14 Indemnification

You agree to indemnify ROCU from claims arising from (a) your misuse of Products/Services, (b) inaccurate information you provided, or (c) modifications/installation by parties other than ROCU.

15 Suspension / Termination

We may suspend performance for nonpayment, unsafe conditions, lack of site access, or material breach. You remain responsible for amounts due for work performed and materials ordered/committed.

16 Governing Law

These Terms are governed by the laws of the **State of Florida**, without regard to conflict-of-law rules.

17 Contact

ROCU Solution LLC d/b/a STEPS & GLASS

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