OTTAWA GARAGE DOOR REPAIRS

Contracts & Estimates

Garage door contracts in Ontario: direct agreements, the 10-day cancellation right and the 10 per cent estimate rule

4 Expert Answers from Garage Door IQ

ottawagaragedoorrepairs.ca/construction-brain

Table of Contents

1. What should the contract say about a deposit for a new garage door in Ottawa?
2. My final bill is higher than the garage door estimate: what does Ontario law say?
3. Changes to a garage door job in Kanata after signing: how should they be recorded?
4. When does the 10-day cancellation on an Ontario garage door contract start?

Q1

What should the contract say about a deposit for a new garage door in Ottawa?

A contract for a new garage door in Ottawa should spell out the deposit amount in writing before any money changes hands, and Ontario's Consumer Protection Act, 2002 covers what happens if the final bill comes in higher than the estimate.

Section 10(1) of the Act says: "If a consumer agreement includes an estimate, the supplier shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent." That applies to any consumer agreement that includes an estimate. If the agreement is made in your home, it is a direct agreement under the Act. O. Reg. 17/05, s.34 sets the threshold at over $50, and s.42(1) requires the agreement to be in writing and delivered to you. Under s.43(1), you may cancel at any time from the date of entering into the agreement until 10 days after you have received the written copy.

For a new door, the contract should name:

- the deposit amount and what triggers its return if the job is cancelled
- the full estimated price, broken down by door, hardware, and installation labour
- whether a new opener is included or is a separate line
- the door size and whether the opening stays the same or changes
- who is responsible for any new electrical outlet or circuit, and that a Licensed Electrical Contractor files the ESA notification if new wiring is needed
- the payment schedule for the balance, tied to delivery or completion
- what happens if the door ordered does not arrive or does not match what was specified

Published 2025-2026 Ottawa estimates put a new single insulated door installed at about $1,400 to $2,500 or more, and a double insulated door typically at about $2,200 to $3,500. Your quote will differ. Those figures do not include an opener.
If a company asks for a deposit, the contract should state the amount rather than leaving it as a verbal agreement. If it cannot put the deposit terms in writing before you pay, ask why before you proceed.

Ask the company for a written, itemised quote that names every line separately before any money changes hands.

Q2

My final bill is higher than the garage door estimate: what does Ontario law say?

When a consumer agreement includes an estimate, the Ontario Consumer Protection Act, 2002 says the supplier "shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent" (s.10(1)). That rule applies to any consumer agreement that includes an estimate; there is no condition about how the agreement was made or whether you signed anything.

Compare the final bill with the estimate in your agreement. Whether a particular bill crosses that line, and what follows if it does, is a question for a lawyer.

A few things are worth knowing about how this plays out in practice. If the company gave you a revised figure before doing more work and you agreed to it, how that interacts with s.10(1) is also a question for a lawyer. If the agreement was made in your home, it is a direct agreement, and the direct-agreement rules apply above $50 (O. Reg. 17/05, s.34). Under s.42(1) of the Act, every direct agreement must be in writing and delivered to you. Under s.43(1), you may cancel at any time from the date of entering into the agreement until 10 days after you received the written copy.

If you believe the bill exceeds the estimate by more than 10 per cent and you did not agree to a higher price, raise it with the company in writing first, with a copy of the estimate attached.

When you are comparing two written garage door quotes for this job, set them side by side and check: what parts are listed by name (spring or springs, cable, opener, panel), whether the quote covers one spring or both, what labour is included, the door size and whether insulation is part of the scope, and whether any disposal, hardware or service-call fee is itemised separately, so the estimate and the final bill can be matched line by line.

Q3

Changes to a garage door job in Kanata after signing: how should they be recorded?

Record every change in writing before the work it covers is done. Under the Consumer Protection Act, 2002, s.10(1), if a consumer agreement includes an estimate, the supplier "shall not charge the consumer an amount that exceeds the estimate by more than 10 per cent".

A written change should state what is being added or removed, the price for that item, and that you agreed to it before the technician went ahead. How the Act treats a particular form of change, such as an email, is a question for a lawyer.

A few things worth asking for in writing when a change comes up:

- what exactly is being added to the original scope
- the price for that addition on its own, not just a new total
- whether the original completion date changes
- whether the change affects any parts already ordered

If the company says the change is minor and not worth writing down, ask them to put it in writing anyway.

Before you agree to any scope change on this job, ask the company to tell you the price for the change separately from the original contract total, so you can see exactly what you are authorising.

Q4

When does the 10-day cancellation on an Ontario garage door contract start?

The 10-day window is set by the Consumer Protection Act, 2002. Under s.43(1) of the Act, a consumer may cancel a direct agreement "at any time from the date of entering into the agreement until 10 days after the consumer has received the written copy." The clock starts when you make the agreement, and the end of the window is set by when you actually receive your written copy.

A direct agreement is one made at your home. Under s.42(1) of the Act, every direct agreement "shall be in writing, shall be delivered to the consumer", and the rules apply above $50 (O. Reg. 17/05, s.34). If the technician leaves without giving you that written copy, the 10-day period has not finished running, because the end date depends on receipt. Once you have the written copy in hand, count 10 days from that date.

A few things follow from this for a garage door job:

- The agreement triggers the right the moment it is made, not when work begins.
- Ask for your written copy before the technician leaves, so you know when the window ends.
- Garage doors and openers are not on the door-to-door goods list in O. Reg. 17/05 s.35.1, so no separate door-to-door ban applies, but the direct-agreement rules still cover a sale or repair arranged at your home.

Separately, s.10(1) of the Act says that if a consumer agreement includes an estimate, the supplier cannot charge more than 10 per cent above that estimate. This applies to any consumer agreement that includes an estimate, not only direct agreements.

Before work starts, make sure you have the price, a clear list of what it covers (parts, labour, which springs or cables, the opener model if applicable), and the date the agreement was made, all on paper and in your hands.

Disclaimer: This guide is provided for informational purposes only by Ottawa Garage Door Repairs. It does not constitute professional advice. Always consult qualified contractors and your local building authority (the City of Ottawa) before changing a garage door opening. A wider or new opening needs a City building permit, and new electrical work is filed with the Electrical Safety Authority. Information is current as of November 15, 2026 and may change. Visit **ottawagaragedoorrepairs.ca** for the latest answers.