



Concord Aluminum Railings Limited Warranty + Terms/Conditions

Terms & Conditions:

1. All orders require a 50% non-refundable deposit at time of order. Balance must be paid upon pick up. No deposit required for customers with account.
2. All orders are custom therefore sizes and styles must be clearly stated at time of order. Once orders are manufactured, customer must purchase or risk loss of deposit. Orders must be picked up within 30 days or risk loss of order.
3. Products sold by Concord may vary slightly in finish or other tolerances but will overall maintain consistency.
4. All orders are F.O.B. Concord unless other arrangement is agreed upon at time of purchase.
5. Prices are subject to change without notice. All taxes are in addition to selling prices.
6. The buyer shall indemnify the seller against any damages including costs, expenses, and penalties which involves an infringement of patent, registered design, trademark or copyright.
7. The seller may, at any time, change or suspend credit, stop shipments and cancel outstanding orders when, in its opinion, the financial condition or credit account with the buyer, warrants it.
8. The seller shall not be liable for any delay in the fulfillment or failure to fulfill any order for any cause beyond the control of the seller.
9. It is the buyer's responsibility to ensure that should the seller's product be used beyond the purposes as a decorative item, the buyer must ensure that they meet the Ontario Building Code or the local code within in the area of install outside of Ontario.
10. All customers with credit must pay at Net 30 days. Interest at the rate of 2% per month may be charged on overdue accounts (24% per annum).



Warranty:

1. Concord warrants the aluminum rails and fence free of rust for 5 years. This excludes white rust which is a natural occurrence that may occur on the exposed non painted areas. This is known as oxidization which is not a reason for rejection. The warranty also excludes screws which although have rust inhibitors, will eventually rust.
2. Concord warrants 1 year cracking, crazing and checking on the finish in accordance to AAMA 2603 (Architectural Specifications).
3. Concord warrants 3 years in total for chalking and fading upon review by Concord's supplier. This warranty will be honoured upon inspection or testing and at the discretion of Concord and its supplier.
4. Proof of purchase must be presented by the purchaser at time of any warranty claim. It is the responsibility of the buyer to provide a Concord Aluminum Invoice which shows final install location of Concord's product.
5. It is the purchaser's responsibility to inspect product at time of receipt. Claims for scratches, nicks, or other handling related issues may not be covered after delivery or pick up.
6. Concord does not warrant any claims on acts of nature, chipping, abuse, normal wear and tear, harsh chemicals, solvents and cleaning agents. The seller's product warranty on covers residential use only. All other applications are at purchasers risk and will not be warranted by the seller.
7. Concord and their suppliers have the right to review the claim prior to any repaint or replacement of product. This includes testing of materials in question at a certified lab to ensure product has not been tampered or maintained incorrectly by the purchaser or end user. An up front fee will be required by the purchaser for testing fees based on lab quotation. Should an independent lab conclude negligence by the purchaser or end user, all cost for testing will require to be paid by the purchaser. Resolution is at Concord's discretion to deny, replace, repaint, or repair of product in question. Concord will not cover any labour costs for removal or replacement.
8. The seller's liability for defective material shall be limited to the replacement material or repaint with seller's choice of painters/ powder coaters for the original order. At the seller's discretion, the purchaser will return all defective products unless notified in writing by the seller. The seller will not be liable, in any event, for the consequential damages. All representations, warranties and conditions, expressed or implied, statutory or otherwise, except as stated herein are hereby expressly excluded.

Note: Aluminum rails and fence are NOT maintenance free but are Low Maintenance in comparison to other alternative outdoor products. Buyers beware of maintenance free claims.