



YESTERDAY'S COMFORT. TODAY'S PERFORMANCE.

## TERMS AND CONDITIONS

### 1.0 General

By purchasing ECORAD's products and services, the buyer agrees to the terms and conditions herein.

### 2.0 Order Confirmation

An order is deemed confirmed when the deposit is received. The required deposit is 30% of the total amount for all orders. The deposit is evidence of signature and the customer is required to respect his commitment according to the present terms. The deposit is non-refundable in the event of the cancellation of the order by the customer.

### 2.1 Purchase of radiator

In the case of the purchase of a radiator, the order confirmation reserves the chosen radiators at the price quoted. Note that each radiator is unique, salvaged and must be custom rebuilt to your specifications, we can only guarantee the availability of a certain radiator after assembly and factory verification of the radiator.

### 2.2 Restoration or electrification services

In the case of radiator restoration or electrification, the order confirmation guarantees the availability of the service at a given time and freezes the prices quoted for a maximum of 6 months. The quote being based on the radiator dimensions provided by the customer, if these prove to be inaccurate, a price adjustment may take place, the customer will be notified.

### 3.0 Disclaimers

#### 3.1 Customer radiator restore - for return to a central system

The restoration service does not include disconnection or reconnection to the central system or pick-up, delivery or handling. Heaters must have been disconnected from the system and drained, free of any hardware the customer wishes to retain, as these will not be returned.

#### 3.2 Customer Radiator Restoration and Electrification Services

The restoration and electrification services do not include the disconnection of the central system or the wiring and connection to the electrical system. Pick-up, delivery and handling are not included.

### 4.0 Deadline

Production and delivery times are given for informational purposes only.

### 5.0 Non-recoverable Customer Radiator

In the event of the poor quality of a radiator that cannot be restored or that requires major repairs and/or that the customer decides not to proceed, an inspection fee of \$60 is billable and transportation fee if there is, is non-refundable. The customer must dispose of his radiator at his own expense. The actual cost of repairs, if any, must be authorized by the customer beforehand. ECORAD cannot be held responsible for existing damage or damage resulting from the inspection of radiators.

See Installation Instructions and technical specifications for more information on radiators and how they work.

### 6.0 Transportation

The transport of the radiators is not included, it can be done by the customer, by a third party transport company or by ECORAD when available.

#### 6.1 Transport by customer

The customer who wishes to carry out the transport himself must ensure that he has an appropriate vehicle to receive the radiator. The radiator is wrapped in protective plastic and must be secured in transport. Storage fees applicable on any order that is not picked up by the customer within 30 days after he has been notified that his order is ready.



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### **6.2 Transport by a third-party transport company**

ECORAD can have your radiators delivered or pick up by a third party transport company. Radiators shipped must be secured on a pallet and dimensions and weights must be determined. ECORAD cannot guarantee the transport price of a third party company quoted at an earlier date. The cost of transport will be revised at the time of confirmation of transport. This type of transport is not guaranteed on a fixed date and does not offer a handling service. The pallet must be easily accessible for pick-up and will be placed curbside upon delivery. ECORAD cannot be held responsible for the breakage of the goods on delivery. The customer must be present and inspect the delivery he receives, he must notify the driver if there is an apparent break in the packaging, otherwise it is not possible to make a claim. If the customer postpones, is absent or requests any modification to the carrier that incurs a fee, this fee will be charged to the customer + 3% administration fee. Storage fees applicable for any order held for delivery exceeding 30 days at the factory.

### **6.3 Twin transport by ECORAD**

ECORAD offers a transport service in certain regions. This service is optional and is only available in pairing. The customer is notified of an approximate date and time approximately 7 days before the passage of our truck. Parking must be reserved in front of the front door of the house to park a 33-foot truck. This service is only offered on weekdays, with some exceptions. The pick-up or delivery delay depends on the number of customers to be served in your area. ECORAD cannot be held responsible for costs incurred by a customer following transport delays, change of pick-up or delivery date. ECORAD will handle the radiators in the customer's home if it is physically possible to do so. The customer must ensure that the premises and stairs are in good condition, clear and present no risk of injury to the deliverers.

Deliverers may refuse to offer handling if they deem the premises unsafe or pose a risk to their safety. ECORAD cannot be held responsible for breakage incurred following the handling of furniture, breakage of equipment cumbersome handling at a customer.

### **6.3.1 Absence on delivery by ECORAD**

The customer who is absent at the pick-up or delivery, will be billed again for transport during the next transport attempt.

### **6.3.2 ECORAD Delivery Discount**

The customer who is unable to be present on the proposed delivery date may postpone to the next delivery in his region, once free of charge. Storage fees will apply, as soon as the customer refuses the second delivery date proposal.

### **7.0 Storage costs**

Storage fees correspond to 5% of the invoice amount (excluding taxes and transport) per week.

### **8.0 Payment**

Unless a signed contract means otherwise, the invoice is payable in full on delivery or as soon as storage is applicable.

### **9.0 Return Policy**

No returns accepted.