

Componance Warranty, Terms & Conditions

Product Warranty

Componance takes pride in designing and manufacturing products that are beautiful, durable and free from defects as a result of workmanship. Should a product be received damaged or defective componance must be made aware of any visual defects within 10 business days of receiving the items. Componance warranties all stock items against defects resulting from the original workmanship for a period of 6 months from the date of the original shipment. Products must be used as intended and as specified on their particular product data sheet. Componance will not warranty products that have not been installed properly, contrary to the guidelines set forth in the installation instructions, nor to neglect or lack of care when installing. Componance reserves the right to replace any item/s determined to be defective with the same product or to refund the cost of the original item. All visual defects must be reported and within 10 business days of receiving the items and prior to installation. Componance cannot be held liable for any additional costs or damages as a result of damaged product being installed without being reported.

No claim by the purchaser or end-user (whether as to goods delivered or from non-delivery) shall be greater than the purchase price of the goods in respect of which such claim is made. Componance shall, under no circumstances be held liable for incidental or consequential damages, in an even and in all events due to structural failure as a result of incorrect installation, improper loads or the addition of third-party products. Furthermore, componances' liability as to any products which it warrants replacement, shall be to repair or replace, at its option, the goods in question. Componance cannot be held liable for loads placed on products that are too great for their structural integrity. All purchasers are responsible to ensure that loads fall within acceptable ranges, conform to local building codes and are deemed acceptable by engineering reports or a professional engineer, if necessary. Componance is not liable for damages or injury caused by unacceptable loads place upon componance products or by structural failure of additional parts used in conjunction with componance products. Any damage or product failure must be reported to componance at the first sign of failure. Products that are damaged or failing should not be used and must be repaired or replaced to avoid accidents or further damage. All users of componance enter into this agreement upon purchasing componance products.

Returns & Refunds

Product may be returned, at the discretion of componance, for a refund for a period of 60 days from the date of shipping displayed on the original invoice. Product returns must be communicated and agreed upon prior to the items being sent back to componance and must be received in their original and re-sellable condition. Returns are subject to a 15% restocking fee, calculated on the gross order total (excluding the original shipping cost) and must be shipped back to componance at the client's expense. Returns must follow the returns procedure set forth below, componance will not accept expenses incurred due to customs or brokerage fees associated with returns that do not comply with the return policy.

Return procedure

Product returns are at the discretion of componance and must be agreed upon prior to being shipped back to componance. When shipping the items back, the client assumes all responsibility in ensuring that the items are received by componance in their original and re-sellable condition and therefore is responsible to check the package or repackage the items to ensure the items will not be damaged in transit. Componance accepts no liability for returned items damaged in transit.

When returning items, the following procedure must be followed. Componance will not accept charges or fees associated for non-compliance to the return procedure.

- All items must be checked or repackaged to avoid damage in return transit. The original packaging may have lost its structural integrity during the original shipment from componance and therefore should be checked or repackaged prior to returning.
- In the purpose of the shipment on the shipping forms, check the box or indicate that the items are product to be returned (as opposed to commercial sale).
- All shipping forms must indicate a unit value of no more than \$1.00 each to avoid any unwarranted customs or brokerage fees upon return. Any fees associated with returns not following this step will be deducted from the final return.
- Returns may be shipped back to componance on the most economical ground service available. Componance does not cover or refund any return shipment fees.
- Returns are to be shipped to:

Componance Design Inc.
5384 Peach Rd
Chilliwack, BC, V2R 0Z6
Phone: 1-778-839-7669

Customs & Brokerage

Any applicable customs and brokerage fees are the responsibility of the client. Componance does not calculate, apply nor accept any responsibility for fees associated with cross border or international shipments resulting from any customs or duties. Componance will not accept any fees or product returns due to customs, duties or brokerage costs.

Shipping

Componance products are shipped by regular ground service within North America unless otherwise requested. We cannot be held liable for delays, missed deadlines or items withheld due to natural disasters, acts of god, unrest, customs or events beyond our control.

Componance cannot be held liable for items returned, lost or rejected that are shipped to PO Boxes & residential addresses and recommend, when possible, shipping to a well-marked, permanent address or commercial office address. The client assumes liability for any items lost, returned or delayed if shipping to a PO box or residential address.

Shipments from componance do not require a signature when received. Componance does not accept responsibility for items marked as “delivered” but not physically received. Should the client wish, a signature option is available; clients must inform componance that they would like this option prior to the items being shipped.

Componance does not accept responsibility or liability for lost or returned product due to an incorrect or incomplete address. All quotes and invoices will display the shipping address which is to be checked and confirmed by the receiver prior to the items being shipped. If there are any updates or changes required to the shipping address it is the purchaser’s responsibility to check and confirm or make the changes prior to the items being shipped. Componance will not accept any fees associated with items lost, returned or rejected due to an incorrect address.

Componance cannot be held liable for shipments lost or delayed. Replacement shipments are at the discretion of componance on a case by case basis. A replacement shipment will not exceed the cost of the original shipment and, unless agreed upon prior to shipping, all replacements are the responsibility of the client. Items lost in transit by the shipping company will be replaced through the shipping insurance procedure. For more information, please contact componance.

Componance has no control over items arbitrarily held up in Customs. Consult your local customs office for retrieval procedures.

For further information or inquiries, please contact us by your preferred method below:

Componance Design Inc.
406-2323 West 2nd Ave
Vancouver, BC, V6K 1J4
Phone: 1-604-771-5128
Email: info@componance.com

Amendments

Componance reserves the right to change and update the warranty and terms & conditions at their discretion. Any changes, additions or amendments will be announced in writing either by mail or email to all dealers, vendors, salespeople and distributors one calendar month prior to enacting the changes. Copies of the updated agreement will be sent with the notification and will be available upon request at any time.

Edit date: December 9th, 2020. Rev 1.