

## Terms & Conditions

These terms and conditions have been established to govern the use of North Shore Door's products and services, ensuring a transparent and mutually beneficial relationship between North Shore Door and its customers. By engaging North Shore Door, the customer agrees to comply with and be bound by the terms outlined herein ("These Terms"). North Shore Door invites the customer to carefully review these terms to better understand its rights and responsibilities as a customer of North Shore Door.

### 1. Ordering and Payment

#### 1.1 Order Process

- 1.1.1 The customer agrees to provide accurate and complete information about its service and material requirements. North Shore Door shall not be liable for any damages, losses, or inconvenience suffered by the customer due to incomplete and/or inaccurate information.
- 1.1.2 Orders will be produced based on confirmed drawings, specifications, permits, or any other confirmed document provided by the customer ("Documents").
- 1.1.3 North Shore Door does not guarantee the accuracy of any Documents provided by the customer.
- 1.1.4 North Shore Door shall not be liable in contract or in tort to the customer for any alleged non-conforming products, provided they do not deviate from the Documents.
- 1.1.5 Quotes are valid for thirty (30) days from the date the quote was created.
- 1.1.6 North Shore Door reserves the right to accept or decline a customer order at its discretion.
- 1.1.7 Orders will not be processed until accepted by the Management of North Shore Door.

#### 1.2 Payment

- 1.2.1 North Shore Door accepts various payment methods, including credit cards and electronic funds transfers.
- 1.2.2 Payment is due at the time the customer places the order unless North Shore Doors agrees to alternative payment terms in writing.
- 1.2.3 The customer shall pay North Shore Door a non-refundable deposit of 50% of their order total, unless otherwise stated in writing.
- 1.2.4 The customer shall not refuse, neglect, delay, or fail to make any payments to North Shore Door ("Missed Payments") under any circumstances.
- 1.2.5 North Shore Door reserves the right to seek its damages from the customer for any Missed Payments plus interest at a rate of 12% per annum until the invoice is paid.

#### 1.3 Delay of Products

- 1.3.1 Delays may occur due to factors beyond North Shore Door's control, including but not limited to manufacturing issues, weather conditions, supply chain disruptions, or unforeseen circumstances.
- 1.3.2 North Shore Door will provide notice in writing to the customer for significant delays when possible.
- 1.3.3 North Shore Door shall make reasonable efforts to meet estimated delivery times; however, it makes no guarantees, representations, or warranties to the customer about potential delivery times, which remain an estimate until the delivery of the product to the customer.
- 1.3.4 North Shore Door shall not be liable in contract or tort for any damages, losses, or inconvenience suffered by the customer resulting from the delay in the production, shipment, or installation of products.

#### 1.4 Shipping Methods

- 1.4.1 North Shore Door will select the shipping method and carrier for the products placed in the order where delivery is purchased.

- 1.4.2 If the customer arranges its own carrier, risk of loss or damage to the products during shipping shall pass to the customer upon delivery of the product by North Shore Door to the carrier.
- 1.4.3 North Shore Door shall not be held responsible in contract or in tort for any acts, errors, or omissions by third-party carriers.

### **1.5 Storage Fees**

- 1.5.1 If the customer fails to arrange for the pickup or delivery of products within 30 days from the date when North Shore Door notifies the customer that the products are ready for shipment or installation, North Shore Door reserves the right to charge storage fees at a prescribed rate of \$50 per week.
- 1.5.2 The storage fees will be communicated to the customer in writing and must be paid before the products are released for pickup or delivery.
- 1.5.3 Failure to pay storage fees may result in additional storage charges or other actions deemed necessary by North Shore Door. It is the customer's responsibility to ensure prompt pickup or delivery of products to avoid incurring storage fees.

### **2. Product Warranty**

- 2.1.1 North Shore Door provides a limited warranty on its products, the terms of which are detailed in the Warranty Policy appended to These Terms.
- 2.1.2 It is the customer's responsibility to ensure its understanding of the warranty policy and any specific information on warranty coverage, exclusions, and how to make a warranty claim.

### **3. Cancellations**

- 3.1.1 If the customer wishes to cancel your order, it is required to provide notice in writing North Shore Door as soon as possible.
- 3.1.2 The customer shall pay North Shore Door cancellation fees which constitutes 50% of the order.
- 3.1.3 All custom products are final sale.

### **4. Returns**

- 4.1.1 Products being returned must be in original packaging and in a saleable state.
- 4.1.2 Restocking fees and shipping fees may apply.
- 4.1.3 All custom products are not subject to the return policy and are final sale.

### **5. Website and Content**

- 5.1.1 While North Shore Door makes every effort to ensure the accuracy and reliability of the information on its website, it does not guarantee the absence of errors or omissions.
- 5.1.2 The customer utilizes North Shore Door's website at its own risk.

### **6. Governing Law**

- 6.1.1 These Terms are governed by the laws of the Province of British Columbia, Canada. Any disputes arising from or relating to these terms shall be subject to the exclusive jurisdiction of the courts of British Columbia.

### **7. Contact Us**

- 7.1.1 If you have any questions or concerns regarding These Terms or any other matter related to North Shore Door, please contact North Shore Door at [customerservice@northshoredoor.ca](mailto:customerservice@northshoredoor.ca).

By using North Shore Door's website, products, or services, the customer acknowledges that it has read, understood, and agree to These Terms. North Shore Door reserves the right to modify or update These Terms at any time. On receipt of additional consideration, the customer's continued use of services after any modifications will constitute its acceptance of the updated terms. Thank you for choosing North Shore Door; we look forward to serving your window and door needs.