

Pricing

All Prices are in Canadian Dollars (Taxes & shipping excluded)

No minimum order is required.

Prices are subject to change without prior notice.

We reserve the right to bill the adjusted price. Customers will be notified of the adjusted price at the time of order confirmation.

Woods

All items are stocked in **Hard Maple** and **Oak**.

Natural color variation and mineral stain may occur.

Specialty Woods

Specialty Woods are available at a premium.

Lead time will apply on some special woods.

Natural color variation and mineral stain may occur on Specialty Woods.

Paint Grade: Some items with irregularity in grain and color are sold,
if available at 5% less than Maple price.

Terms and conditions of ordering

Prepaid or C.O.D.

Custom orders and Specialty Wood orders - 50% deposit is required at time of order.

Due to nature of our work, our shipping time is subject to unexpected delays. Please allow sufficient lead-time in placing your orders.

We are not liable for any damages, including any consequential damages, losses, expenses or costs incurred as a result of or in anyway connected with delays.

Measurements in catalogue may not be exact. It is the responsibility of the customer to verify the exact measurement at the time of ordering if measurements are critical.

We reserve the right to make design modification, if necessary, without prior notice.

Shipping

Most orders are shipped within one week.

Out of stock orders will be shipped in 2-4 weeks (4-6 weeks for special orders).

Orders are shipped via courier (shipping charges will apply and vary depending on the order).



Returns

Factory authorization is required for all the returns. Factory authorization will be given at our sole discretion and only to products that we would be able to resell.

No credit will be given on unauthorized returns.

Returns are subject to 15% restocking or handling fee.

No returns accepted on specialty woods, customized order or any customized modifications.

Returns must be properly repackaged, insured and shipped back, at customers' expense or they may not be accepted.

We will not be held accountable for any risk of damages to the returned item.

Warranty

Damaged goods: we will replace defective goods within 60 days of delivery date subject to factory approval.

Notice of defective items must be given prior to installation and/or modification of product.

The defective products must maintain its original condition until it is received by us.

Our liability, in connection to any sale whatsoever, shall not exceed the "replacement cost" of our product.

Note: Wood products must be maintained under stable temperature and humidity condition to remain under warranty. Prompt and proper sealing and finishing is essential in maintaining wood stability. We shall not be liable for any damages as result of improper or delayed sealing and finishing.

IMPORTANT LEGAL NOTICE

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