

PRICING

- All products sold are F.O.B. Woodbridge, Ontario, Canada.
- Published prices are list.
- Pricing does not include taxes.
- Packaging is not included.
- Installation is not included.
- Storage of purchased products is not included.
- Viacraft reserves the right to change prices without notice.

TERMS

- Terms are net 30 days upon account credit approval, COD on all other accounts.
- Interest on overdue accounts will be charged at a rate of 2% per month.
- Deposits on orders may be required at Viacrafts discretion.
- Overdue accounts will not be shipped until past due invoices are paid in full.

ORDERS

- All orders are subject to acceptance by Viacraft.
- Receipt of a Viacraft purchase order acknowledgment indicates acceptance of your order subject to the Terms & Conditions outlined herein.

CHANGE ORDERS

- All reasonable requests for change orders will be honored if received in writing prior to the start of said change request orders production.
- Viacraft interiors reserves the right to charge for labour, materials and administration costs for all change orders.

CANCELLATIONS

- Orders may not be cancelled without written consent from Viacraft.
- Cancellation charges will be levied on all cancelled orders based on costs already incurred.

SHIPPING

- Viacraft reserves the right to make partial shipments as product is completed.
- Shipments will be made in accordance with customer instructions whenever possible. If not specified however, Viacraft will exercise its best judgement in selecting the method of shipment, carrier and routing.

CLAIMS

- Viacraft is not responsible for any damage suffered in transit or storage.
- All claims against Viacraft for defects, errors or shortages must be made by the customer in writing within 5 days after any delivery.

LIMITED WARRANTY

- All Viacraft products are warrantied to be free from defects in material and workmanship for a period of 10 years from the date of delivery.
- During this warranty period, Viacraft will repair or at its option replace such merchandise as shall prove to be defective.
- This warranty does not apply to damage resulting from accident, alteration, misuse, tampering, negligence or abuse, excessive heat and humidity.
- This warranty does not apply to fabrics or leathers or light fixtures.

CARE & MAINTENANCE

HP and LP finishes:

- Remove fingerprints with mild detergent or Vineger on a lightly water dampened cloth or micro-towel.
- Stubborn stains may be removed with dab of Varsol or Mineral Spirits on a lightly water dampened cloth or micro-towel.

Wood Finishes:

- Remove fingerprints with a lightly water dampened cheesecloth or micro-towel.
- Apply lemon oil sparingly once a year with a soft cloth or micro-towel. Wipe along grain to prevent any visible scratches.
- Protective pads should be used on all surfaces that will be supporting electronics or other type hardware.