

HARMONY

WARRANTY STATEMENT

2021

LIMITED WARRANTY

HARMONY warrants the construction and finish of its products to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase.

HARMONY cannot be held responsible for variations in dye lot from order to order. HARMONY sheet goods are subject to a degree of variation in colour and material thickness. Repair or replacement of any defective component covered by the HARMONY warranty will be made at no cost to the dealer during the warranty period. Labour required to repair or replace is the responsibility of the dealer. This warranty policy does not apply to defects resulting from improper installation, damage from handling, negligence, misuse, alteration, improper cleaning, stains, or accidents. HARMONY's judgment will be final concerning the condition of the products, the cause or nature of the defect, and the necessity or manner of repair. This warranty applies to products sold in Canada only.

RETURNS & CLAIMS

All return requests are handled by HARMONY's Customer Service Department. All return requests must be submitted within 30 days from date of receipt. No returns of goods will be accepted without consent from HARMONY. If authorized, the Purchaser must complete HARMONY's Product Return Request Form and ship all products to HARMONY within one week of receiving the approved Product Return Request Form. All authorized return of goods must be securely packaged by the Purchaser in order to reach HARMONY without damage. A minimum restocking charge of 50% on fabricated products is made on all authorized returns for credit or refund, provided goods are received by HARMONY in the condition in which they left the factory. Raw materials such as sheets and hardware are subject to a minimum 25% restocking fee. No credit will be given if goods cannot be reused. Custom order items are not eligible for return. All claims arising from invoices must reach HARMONY within five (5) business days from the date of the invoice.

CODE RESTRICTION

HARMONY products may be subject to fire and/or building codes related to the specific purpose they are being purchased for. Codes may vary from area to area. The Purchaser is solely responsible for the proper application of purchased HARMONY items as defined by these codes.

TOLERANCES

Dimensions in the HARMONY Price and Product Catalogue are shown in imperial dimensions. Imperial dimensions may be rounded up or down. Standards of finish, quality, and appearance shall be according to the normal standards of HARMONY unless specified in writing and agreed to by HARMONY.

SHIPPING

All shipping is F.O.B. HARMONY. It is the Purchaser's responsibility to arrange shipping of HARMONY product from the warehouse or storage facility defined on the Order Acknowledgement.

APPLICATION OF STANDARD TERMS & CONDITIONS

All Harmony products are covered by HARMONY's Standard Terms and Conditions. Any deviation from these criteria does not apply unless specifically agreed to by HARMONY in writing.