
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 Metaldreams discretion.
- Overdue accounts will not be shipped until past due invoices are paid in full.

PRICING

- All products sold are F.O.B. factory, Woodbridge, Ontario.
- Pricing does not include taxes.
- Custom packaging is not included.
- Installation is not included.
- Storage of purchased products is not included.
- Metaldreams reserves the right to change prices without notice.

ORDERS

- All orders are subject to acceptance by Metaldreams.
- Receipt of a Metaldreams 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.
- Metaldreams 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 Metaldreams.
- Cancellation charges will be levied on all cancelled orders based on costs already incurred.

SHIPPING

- Metaldreams 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, Metaldreams will exercise its best judgement in selecting the method of shipment, carrier and routing.

CLAIMS

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

LIMITED WARRANTY

- All Metaldreams 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 Metaldreams 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. HP and LP finishes:

CARE & MAINTAINANCE

- Remove fingerprints with mild detergent or Vinegar 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