



Terms and conditions

1.0 General

By purchasing these products and services, the buyer agrees to the terms and conditions of the present. Delivery / production delays are for informational purposes only. The delivery delays are not the same as production. ECORAD disclaims any liability for any direct, indirect or consequential damages such as loss of revenue, profits, earnings, revenues, or lost profits resulting from the use of a product and / or service purchased under these conditions. A deposit of 30% of the total amount is required. The deposit is proof of signature and the customer is required to meet its commitment under the terms established by ECORAD. The deposit is non-refundable in the event of cancellation of the order by the customer. All prices are in Canadian dollar CAD.

Specifications for electric heaters: operate on 240 volts, unless specified otherwise, thermostat wall control required, not included. See installation instructions for more information.

2.0 Purchase of ECORAD radiator

Radiators proposed in our quote are available for sale at the time the quote was created, but their availability is only guaranteed once the deposit is received. Each radiator is unique and is a recycled product, tailored to your specifications, we cannot guarantee the availability of a radiator until assembly, inspection and testing at the factory are completed.

3.0 Conversion to electricity or restoration of radiators belonging to a client

The price of conversion/restoration does not include the cost of changing size of radiators, disconnect the system, repairs, transport and handling. The radiators must have been disconnected from the system and emptied. The price of conversion includes two radiator caps, extra plugs and / or decorative are supplements. ECORAD cannot be held responsible for any existing or resulting breakage during the inspection of radiators.

3.1 Unrecoverable radiators

Should the poor quality of a radiator that can't be converted or that requires major repairs and / or the customer decides not to proceed, the deposit is non-refundable as it covers the cost of inspection and test quality. The customer must assume its return cost or give it to ECORAD. The final price of conversion of each radiator will be confirmed after inspection and verification at the factory. The actual cost of repairs, if applicable, must be previously authorized by the client.

4.0 Finishes

The charcoal colored finish is included in the price. Some optional finishes, such as the traditional kind, requiring a clear coat, either with polishing, nude or copper look, lets show the patina of cast iron. Each radiator is unique and is a cast metal alloy, it is difficult to predict the final outcome because it can vary from a radiator to another or within the same radiator. ECORAD cannot be held responsible for the outcome of these finishes.

5.0 Transport by ECORAD

ECORAD offer an optional delivery service in some areas. This tariff is only possible by pairing, and dates are approximate. The customer will be notified within a reasonable time of the date and approximate time of service. This service is offered during the week, with some exceptions. The deadline for pickup or delivery twinning is subject to change. ECORAD cannot be held responsible for costs incurred to a client after the change of date of collection or delivery.

5.2 Failure to deliver due to absence

Unless specified in writing, the customer who has no one to receive his order, to the address requested, will be charged transportation and handling, again on next attempt. ECORAD does not take any responsibility for the merchandise, left without watch when authorized by the customer.

5.3 Delivery postponed

The customer who is unable to be present on the delivery date suggested, may extend to the next suggested delivery in the region, one time free charge. A weekly storage charge of 5% on the total bill, will apply, when the client has refused the second proposed date of delivery.

6.0 Transport by third company

The delivery rate offered by independent carrier does not include handling or any other service that drop off to the customer's address. ECORAD will not assume any fees incurred following the delivery by an independent carrier, including failure to deliver due to any circumstances. All claims must be made directly with the carrier said.

7.0 Handling

Any other handling than on ground floor is extra. The client that requires the services of handling, must ensure that the premises and stairs are in good conditions, clear and present no risk of injury to the driver. The driver may refuse to offer handling, if it seems unsafe or pose a risk to safety. The handling is not refundable. ECORAD can't be held responsible for damages incurred due to handling radiators. In no event ECORAD will connect or install a radiator. Any additional handling will be chargeable at current rates.

8.0 Payment

All invoices are payable on delivery by check and cashable on that date. A fee of 55CAD is applicable for any check postdated or NSF. Interest rate of 2% per annum on delayed payment.

9.0 Returned Goods Policy

All return accessories that have not been used and has the packaging intact, is subject to a restocking fee of 10% FOB ECORAD.