

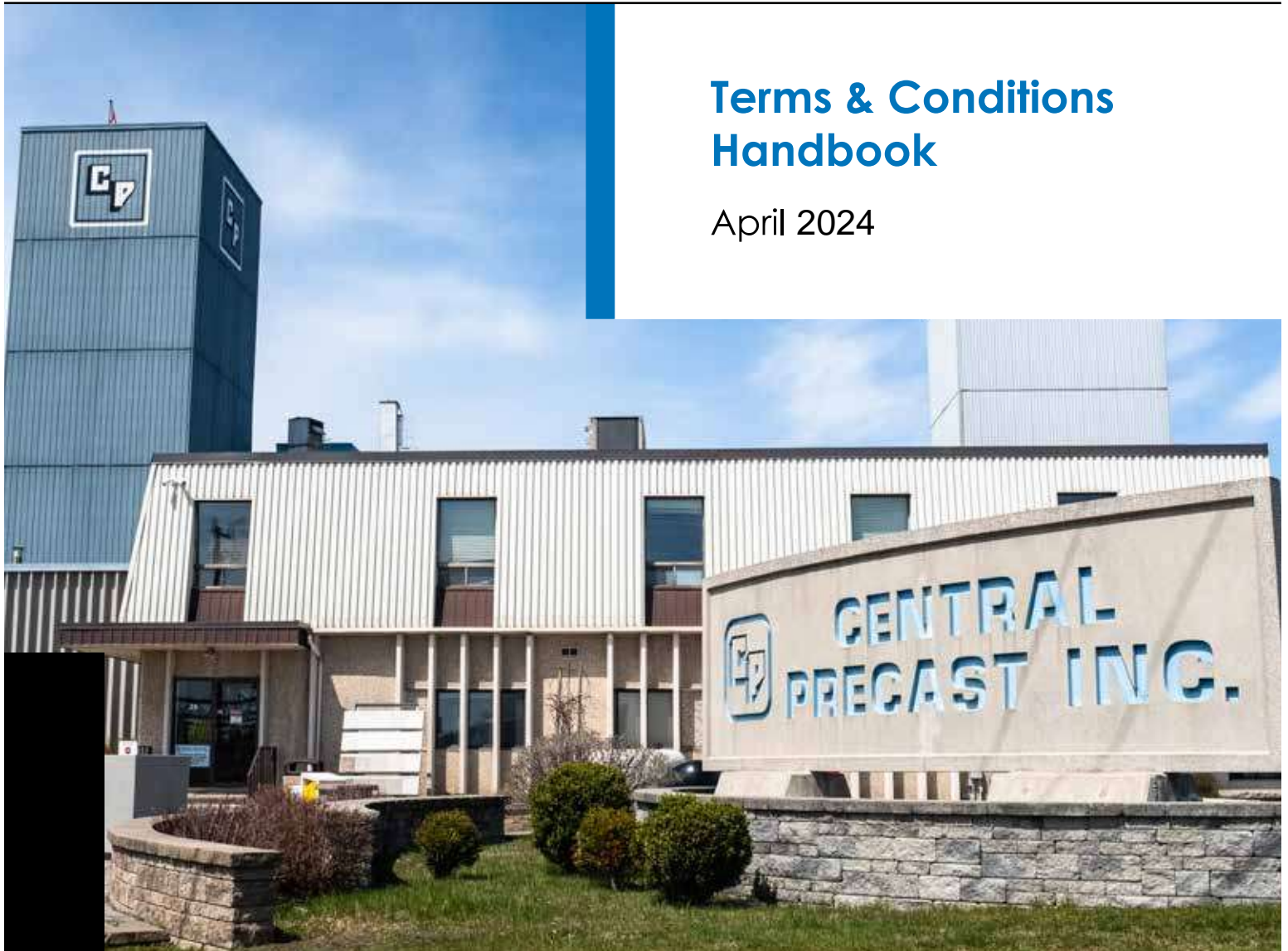


# **CENTRAL PRECAST**

**MAKING YOUR VISION CONCRETE**

## **Terms & Conditions Handbook**

April 2024



**LEADERS IN PRECAST CONCRETE PRODUCTS**

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# Terms & Conditions

## PRICES

Prices are subject to change without notice. A digital copy of the current price lists will be made available upon request to contractors with a valid Central Precast (CP) account.

## ACCOUNTS

Landscape contractors wishing to open a cash account must provide proof of company (Business number (preferred), website, business card). To open a charge account, [Central Precast credit application](#) must be fully completed, signed, and submitted to [ar@centralprecast.com](mailto:ar@centralprecast.com). Any unsigned application will not be processed. Upon completion of the credit check, our credit department will notify the customer by e-mail.

## PAYMENTS AND PROCEDURES

### Cash Account

Orders must be paid in full prior to pick up or loading for delivery. Acceptable methods of payment include Cash, Debit, Visa, MC, Amex, and E-transfer.

All e-transfers must be submitted to [ar@centralprecast.com](mailto:ar@centralprecast.com) and the customer must use the order number as the security question answer. Sold products cannot be picked up or be loaded for delivery until accounting has confirmed the receipt of the e-transfer.

### Charge Account

Our standard terms on charge account are net 15th of the month following. Overdue accounts will be temporally put on hold until the overdue balance is fully paid. Customers failing to adhere to Central Precast Inc. terms of credit may have **credit privileges revoked**. Accounts exceeding authorized credit limit will need to be evaluated and adjusted by our credit department if credit worthiness warrants.

Acceptable payment methods are cash, cheque, and e-transfer. **Charge account customers wishing to pay their account by CREDIT CARD will be subject to a 2.1% processing fees.**

## PICK UP ORDERS

Orders must be picked up by the customer within five (5) business days from date of order confirmation. Partial pick-ups on an order **will not be accepted**. Items being picked up **must match the bill of sale**.

When picking up an order, it is the responsibility of the customer to ensure they have the capacity to transport **full** orders. Items removed from original wood pallet at time of pick up will be considered as **FINAL SALE**.

All shortages, damages, errors due to order processing or shipping must be noted at time of delivery or pick up and brought to the attention of the CP sales team or dispatcher within **48 hours of delivery or pick up**.

## QUOTATIONS AND ESTIMATES

Quotations or estimates provided by CP are valid for 30 days from their issue date unless otherwise specified. CP will not assume responsibility for inaccurate plan take-offs or estimates. It is the responsibility of the customer to provide CP with accurate final quantities to be ordered.

## SAMPLES AND DISPLAYS

All samples and displayed products are a representation of the actual products available for sale. CP does not guarantee that the products supplied will be an exact match in colour, texture or size to any previous sample or display.

For safety and security reasons, customers are **prohibited** from entering the CP yard for the purpose of viewing in-stock products unless accompanied by a CP representative.

## PRODUCT AVAILABILITY

CP will make every effort to fulfill an order, however, CP is not responsible for unexpected delays, including but not limited to, restricted stock supply, manufacturing, or distribution delays. Requests for layaway, deferred or reserved orders will not be accepted.

## SPECIAL ORDERS

Special Order products are not regular stock items. Only full cubes can be purchased.

- Retail Customers will be required to prepay the special orders in full.
- Customers with a valid CP **Cash** Account will be required to pay a 50% deposit.
- Customers with a valid CP **Charge** Account will be required to sign a **Special Order** Authorization form.

Once a Special Order product has arrived at CP, the customer must accept delivery or pick up the items within ten (10) business days. No returns, exchanges or refunds will be accepted. **ALL SALES ARE FINAL.**

## CLEARANCE ITEMS AND SECONDS

There is no CP warranty on Clearance Items and Seconds. These items are sold as is and **ALL SALES ARE FINAL.**

## CUSTOM ORDER PRODUCTS

Custom Order Products are engineered and fabricated to order and must be prepaid at time of purchase. It is the responsibility of the customer to provide all necessary information requested by CP to produce a Custom Order Product. **ALL SALES ARE FINAL.** No returns, refunds or exchanges will be accepted.

## ORDER CANCELLATION AND ORDER CHANGES

### Regular Stock

A minimum **48-hour** notice is required to cancel or change a regular stock order scheduled for delivery or pick up. Failure to provide the 48-hour notice may result in the inability to cancel or change the order.

Certain cancellations or change requests may be accommodated within the 48-hour window with the approval of a CP manager and may be subject to a **\$75.00 handling fee**.

### Special Orders, Clearance Items, Seconds, and Custom Orders

Special Orders, Clearance Items, Seconds, and Custom Orders, once purchased, cannot be cancelled. Refer to the Returns and Refunds Section of this policy.

## WARRANTY / CLAIMS

Precast concrete products comply with CSA Standards A23.4

Products sold by CP are subject to individual manufacturers' (i.e.: Permacon, Techo Bloc, Rinox, Oaks, Browns, etc.) warranties once purchased or installed. Any manufacturing product defects must be reported to CP upon receipt of goods. Goods subject to claims, must be intact and available for inspection by CP or a representative from the vendor. After inspection by the appropriate party, a resolution will be provided to the customer within a reasonable timeframe.

## EFFLORESCENCE

Efflorescence is a naturally occurring salt deposit that can form when water is present in or on natural raw materials such as, but not limited to, brick, concrete, stone, and stucco. Efflorescence should dissipate under normal exterior conditions. CP will not accept any liability or claims should efflorescence appear within products manufactured by CP or its suppliers.

## PRODUCT BLENDING

Occasionally, natural raw materials used to produce hardscape and masonry products will exhibit shade variations. Therefore, blending products by mixing from different pallets, if applicable, is recommended. CP will not accept liability for shaded areas of installed product. It is the customer's responsibility to ensure products are well blended.

## PRODUCT SIZE VARIATION

The stated sizes of products sold are nominal only. Size variations may occur as a result of the manufacturing process.

## **Natural Stone**

Prior to purchasing natural stone, the customer must determine the suitability of the products for their use and assumes all risk and liabilities in connection with their decision.

Natural stone products are subject to, but not limited to, variations in colour, texture, veining, and pattern. The actual stone purchased and/or delivered may differ from samples, pictures, and/or displays shown. Follow the manufacturer's recommended procedures for installation and maintenance. There are no returns, exchanges or refunds on natural stone goods. All sales are final.

## **Porcelain Pavers**

Porcelain pavers are designed for pedestrian applications only. Cover snow removal tools with teflon or neoprene protectors to minimize the risk of damage from scratches. Porcelain pavers may be subject to colour, shade, and/or variations, Install according to manufacturer's recommendations. Samples, pictures, and/or displays are a representation only. There are no returns, exchanges or refunds on Porcelain pavers. All sales are final.

## DELIVERIES

Orders must be shipped within ten (10) business days from date of order confirmation.

At CP, we will make every effort to meet customer delivery commitments. Any deviation from the agreed upon delivery time or day will be communicated to the customer as soon as possible and alternate arrangements will be made.

Discrepancies in quantities or product items from those shown on the delivery slip, must be reported **within 48 hours of delivery**.

It is the customer's responsibility to ensure someone is on site to accept and confirm delivery. It is our policy that all orders are to be curbside delivery. CP reserves the right to refuse any special delivery instructions that are deemed to be dangerous or unreasonable. Any special delivery instructions will be assessed on site by the CP delivery driver and will be at the customer's risk. The CP driver reserves the right to refuse any special on-site delivery instruction that may cause damage to surroundings including but not limited to equipment, property, walkways, driveways, and grassy areas. In these cases, product will be dropped in a safe location or area.

## WOOD PALLETS

Pallets are the property of CP. Items delivered on pallets will be subject to a pallet charge of \$40. This charge will be partially refundable when the client returns the pallet to CP, in usable and saleable condition. All retail cash sales must present the original invoice for a refund.

**Returnable pallets will be subject to a \$5.00 handling fee when returned by the customer to our yard, and \$7.00 when picked up from a jobsite.**

## TRANSPORT CHARGES / HANDLING FEES

Deliveries within the City of Ottawa start at \$125.00 (+ tax).  
Out of town deliveries are subject to a surcharge.

Request for product or pallet pick up will be subject to our CP zone minimum. Pick up in excess of four pallets will be subject to an additional charge per pallet. Pick ups will be scheduled at **CP's convenience** based on truck availability.

Where CP cannot access the predetermined delivery or pick up location provided by the customer at no fault to CP, a \$75.00 re-scheduling fee will be charged.

All products and pallets must be easily accessible by the CP driver and properly stacked. CP will not pick up material at multiple locations within a single jobsite.

## RETURNS & REFUNDS

Regular stock items only accompanied by the original bill of sale can be returned within 60 days of purchase.

Hardscape-

Full skids: 10% restocking charge

Partial Skids: 10% restocking charge or \$20.00 minimum (whichever is greater)

Full skids and Partial skids must have original wrap.

Accessories-

10% restocking charge (no minimum)

Items returned must be in saleable condition.

Regular stock items can be returned at either Cp locations except for the following manufacturers: Permacon Masonry, Brampton Brick, Rinox, and Oakes (with the exception of the Ortana Wall System).