

# Warranty

## *Guarantee of Quality*

We guarantee the quality of parts and labor that we offer for a period of one year. We also guarantee the quality lecterns we produce for a period of two years. These guarantees are valid under normal use of parts, labor and lecterns that we provide to our customers.

## *Upon delivery - Damage*

Breakage may occur during shipment, including glass and wood, although the exterior of the packaging is intact. Please INSPECT your merchandise upon receipt and refuse shipment if the damage was caused to the packaging. Contact Urbann Products immediately to report the damage. Claims can't be filed by Urbann Products if the damage is reported after the delivery has been accepted without indications of possible damage. If you believe that the package can hide possible damage (eg a sound of broken glass), please mark the delivery note accordingly. In cases where the driver does not give you time to inspect your package, enter "The driver did not want to wait for the inspection - Possibility of concealed damage" on your delivery before signing.

## *Up to 3 days after delivery - Shortages or discrepancies*

Upon receipt of the goods, please check what you have received. If there are errors or gaps in relation to your order, please contact Urbann Products immediately. We must be contacted within 3 working days of receipt of goods. After a period of 3 days, Urbann Products can not accept responsibility for errors or deficiencies.

## *Up to 10 days after delivery - Return Policy*

Returns must be made within 10 days of receipt. Returned items must be in original cartons and in new condition for the customer to receive credit. call Urbann Products for a return authorization. No credit will be given without the prior issuance of a return authorization. Returns are subject to a fee of a 20% restocking fee and the customer must pay all shipping costs. Please do not send the goods to the office of Urbann Products. We will send you a shipping address when a return authorization number will have been issued. Credit will be issued after inspection of the item will confirm that no damage has taken place. Some of our items are not refundable. Please inquire prior to purchase. Items or custom parts can not be refunded. Please consider your purchase carefully before ordering.

## *Applicable law and jurisdiction*

Applicable laws to transactions with us are those in effect in Quebec. In the event of a dispute, the Quebec courts have jurisdiction to hear the case and apply the law of Quebec. All legal claims

made by or against us by a client in a transaction in accordance with these policies, conditions and warranties should be submitted to the Judicial District of Arthabaska, Quebec, Canada.