

Terms and Conditions of Sale

ORDER APPROVAL

Receiving an email confirmation for an order does not automatically mean that déca Richporter Lighting ("déca Richporter") accepts said order and is not a confirmation of commitment to sell the mentioned goods. At any time, it may be necessary for déca Richporter to verify personal or credit information before accepting any order.

QUOTE

QUOTE VALIDATION

Unless otherwise specified, prices are valid for the items and quantities indicated, for a period of one complete order.

It is the client's duty to ensure, before issuing a purchase order, that the products tendered correspond to the products, quantities, and technical specifications as presented in the offer to purchase.

Customer has the obligation to validate:

- Product codes
- Product dimension
- Quantities
- Colors
- Delivery address
- Billing address
- Pricing
- Terms and Conditions

Prices are based on information received and are subject to change if changes on the products, their specifications and/or quantity are made later.

Partial shipments are possible at the customer's request. However, additional shipping charges may apply.

déca Richporter Lighting will not proceed with the ordering of products if plans and/or technical sheets must be approved beforehand.

Delivery date estimates are based on the final release date and not the order date.

All orders are subject to supplier approval.

GST and PST are not included in the price.

PRODUCTS

DISCONTINUED PRODUCTS

Regardless of the circumstances, déca Richporter Lighting cannot be held responsible for the manufacturer's decision to discontinue the manufacture and/or delivery of a product or even a product line.

OUT OF STOCK PRODUCTS

déca Richporter cannot guarantee the availability of products offered on the site. At any time before déca Richporter receives the out-of-stock product(s), you can cancel your order by calling the site's customer service. déca Richporter will never be responsible for any damage you may have suffered due to a stock-out.

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PRODUCTS DESCRIPTION & PRICE

déca Richporter and its affiliates do everything in their power to ensure the greatest accuracy on the site. However, déca Richporter cannot guarantee that the description of products, price or any other content on decaltg.com is exact, complete, reliable, up to date or error-free.

PRICE

déca Richporter reserves the right to modify its prices at any time. The price displayed on the website is the net value of the product, as it does not take into account the value of taxes and shipping costs. The products are always billed on the basis of rates in effect at the time the order was placed. All orders, regardless of their origin or destination are payable in Canadian dollars.

DELIVERY TERMS & CONDITIONS

Customer is responsible for providing all address instructions and/or conditions concerning the reception of the material at the point of delivery (date, access, hours, door number, contact person and phone number).

déca Richporter Lighting has no control over the schedules and delivery conditions of the carriers and cannot be held responsible for them. Customer will be responsible for any additional costs to store, divert a shipment or make other delivery attempts, if necessary.

Deliverers and carriers are not required to take charge of unloading the goods. If the need arises, additional charges may apply.

SHIPPING COSTS

Shipping charges are not included for orders under \$3000 unless otherwise specified.

The shipping cost is subject to change and depends on the delivery address specified.

VALIDATION UPON RECEPTION

DISPARITY

The client must notify déca Richporter Lighting within 48 hours of any discrepancy between what was ordered and what was received.

By disparity we mean:

- Quantity, dimension, model, voltage, color, etc.

DAMAGED PRODUCTS

For products received damaged, customer must inform déca Richporter Lighting within 48 hours of receipt.

RISK OF LOSS

Any purchase through déca Richporter Lighting is made pursuant to a shipment contract. This means that the risk of loss and propriety rights relating to the goods are passed on to you upon our delivery of the goods to the carrier.

RETURN OF MERCHANDISE

GENERAL

No returns will be accepted without authorization from déca Richporter Lighting. Upon request, a Return Material Form will be sent to you and you must return it to your project manager.

If the customer requests the return of a product, the customer will have to assume the conditions imposed by the supplier and/or déca Richporter Lighting. These conditions may be a return refusal or a restocking fee.

DEFECTIVE PRODUCTS

Upon request, a Return Material Form will be sent to you and you must return it to your project manager. The costs related to the removal of the defective material and the installation of the replacement material are at the customer's expense.

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DAMAGED PRODUCTS

In addition to the Return Merchandise Request Form, the customer must also send the photos supporting the request, as well as the order and/or quotation number related to the product.

SHIPPING COSTS

Transport costs for returns are to be borne by the customer unless the return is due to a supplier error or defective goods.

CUSTOMIZED PRODUCTS

No returns will be accepted.

BILLING

Invoicing begins at the time the goods are delivered.

For all billing inquiries, please send your request to: accounting@richporterlighting.com

déca Richporter Lighting reserves the right to update these terms and conditions without notice.