



The GU Group of North America

Ferco Architectural Hardware, a subsidiary of Ferco International in France and part of the Gretsch-Unitas in Germany a holding of more than forty distribution centers in the world, was established in Canada in 1983.

The first goal of Ferco Canada was to promote multipoint locking hardware systems to Canadian window and door manufacturers. Since then, we have broadened our product lines and extended our services in order to be able to answer the demands of a Canadian market which is one of the most innovative in the world. We are committed to offer quality products and professional services to our customers.

Our philosophy is:

- To use the best technology available in development of products
- To work in close relationship with our customers

Ferco has an experienced team committed to your success. We look forward to the opportunity to serve you in the near future.



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Introduction

Warranty Sheets	00.1.3
Terms & Conditions of Sales	00.1.5
Return of Goods	00.1.6
A Guidance on Selection and Mounting Hardware	00.1.7
A Guidance on Hardware Maintenance	00.1.7
Cleaning, Care and Maintenance Instructions	00.1.8
Windows Identification	00.1.9
Doors Identification	00.1.10



**Ferrures de Bâtiment Inc.
Architectural Hardware Inc.**

All FERCO products are warranted against defects in materials and workmanship. This warranty is valid for 10 years from the date of our invoice.

The warranty does not cover normal wear, discoloration rust or any alteration to the finish of our products. This warranty is limited to the replacement of the defective goods only and does not at any time include the costs of removing and installing the hardware.

This warranty excludes any products that have been improperly installed, misused, worn out or altered for a purpose other than it was intended for. Any action against this warranty will not be valid unless written notification has been received by FERCO within the 10 years period.

Ferco Inc. makes no other warranties expressed or implied.





Ferrures de Bâtiment Inc. Architectural Hardware Inc.

All door handle sets sold by Ferco Architectural Hardware Inc. are warranted for 5 years against defects and workmanship as long as the products are owned by the original purchaser, and used in the residence in which they are originally installed.

This limited warranty only covers residential applications and proof of original purchase is required to make a claim.

This warranty excludes: scratches and/or abrasions, products which have been altered and/or improperly installed, abused and/or misused. All handle sets used in commercial applications are excluded. This 5 years warranty does not cover products damaged by acts of nature, or products which are deemed to have undergone normal wear and tear. Doorhandlesets which have not been maintained in accordance to manufacturer's written specifications will be excluded from this warranty. This warranty is expressly limited to persons or entities that purchased the door handle sets for resale or use in their ordinary course of business.

If a door handle set is found to be defective by Ferco Architectural Hardware Inc. in a reasonable judgment, Ferco Architectural Hardware Inc. will, at its sole option, either repair or replace the defective hardware. This warranty does not cover any labor charges to remove and/or reinstall door handle products.

Any action against this warranty will not be valid unless written notification has been received by Ferco Architectural Hardware Inc. within a 5 years period.

Ferco Inc. makes no other
warranties expressed or implied.





Terms & Conditions of Sales

PAYMENT TERMS

ARE NET 30 DAYS, subject to credit approval. Initial orders will be shipped C.O.D. since credit investigations take time to complete. A finance charge of 1.5% per month which is an annual percentage rate of 18% will be charge on all pass due invoices.

TRANSPORT CONDITIONS

Are F.O.B. Ferco's Warehouses. The carrier will have to be specified by the customer. Material damaged in transit are the responsibility of the consignee and any claims must be filed with the transport company.

DUTY OF INSPECTION

Buyer agrees to inspect delivered products within ten (10) days of receipt of products at the destination specified in the order. Buyer agrees to notify seller in writing if goods are defective in either materials or workmanship or not in conformity with the terms of the order. Buyer's failure to notify seller of defective or non-conforming goods shall be deemed an acceptance of the goods.

No goods are to be returned to us without prior authorization and routing instructions (see Return of Goods Policy).
A 25% restocking charge could apply to returned materials.
ALL C.O.D. RETURNS WILL BE REFUSED.

GENERAL

Buyer agrees to purchase and seller by its acceptance of this agreement agrees to sell, on the terms and conditions contained in this agreement, goods from Ferco Architectural Hardware Inc. Purchaser's signature of delivery receipt of goods shipped by Ferco Architectural Hardware Inc., through their chosen freight forwarder, customer's chosen freight forwarder, or picked up by customer or his chosen agent, attest to acknowledgement and acceptance of seller's terms and conditions of sale. In the event buyer becomes insolvent or breaches any provisions thereof, seller shall have the right to stop delivery of goods whether in the hands of seller or carrier, and, if such goods have been delivered to buyer, seller may reclaim goods from buyer.

PRICE

The sales price for products will be the price: Ferco Architectural Hardware Inc. reserves the right to change prices without notice.

DELIVERY DATE

Seller shall not be responsible for failure to fill any order or orders when such failure is due to fire, flood, riot, strikes, freight embargoes or transportation delays, shortage of labor, acts of god, of the public enemy or to any cause beyond seller's reasonable control.

GOVERNING LAW

Any order resulting herefrom will in all respects be construed and given legal effect in conformity with the laws of the province of Québec.

MINIMUM PURCHASE

A minimum order of a \$100 before taxes is required before placing an order with FERCO.



Return of Goods

Returned goods will not be accepted unless accompanied by a "return of goods form" containing the following information:

- Authorization number
 - Quantity of each product returned
 - Product reference number
 - Invoice number on which product was purchased
 - Purchase price of product
- Shipment will not be accepted unless this information is completed
- Collect return shipments will be refused
- Handling & administration charges up to 25% may be applied to credit.

Thank you for your co-operation,

The management

CUSTOMERS GOOD RETURN

CUSTOMER NAME: _____
AUTHORISATION #: _____
AUTHORISED BY: _____
DATE: _____

ITEM	QTY. SHIP	QTY. RECEIVE	REFERENCE #	INVOICE NUMBER	PRICE	INVOICE DATE	RESTOCKING CHARGE %	RETURN CODE*
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

*RETURN CODE
1. CUSTOMER ORDER MISTAKE
2. ORDER ENTRY MISTAKE
3. SHIPPING MISTAKE
4. WRONG IDENTIFICATION
5. DEFECT PRODUCT
6. OTHER REASON

Notes: _____

RECEIVED BY: _____
DATE: _____

VERIFIED BY: _____
DATE: _____