



## 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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QUÉBEC / MARITIMES  
Ferco ferrures de bâtiment Inc.  
2000, Rue Berlier  
Laval, QC H7L 4S4  
T 450 973-1437  
1 800 355-8810  
F 450 973-7661  
ferco@ferco.ca  
www.ferco.ca

ONTARIO / WESTERN PROVINCES  
Ferco Architectural Hardware Inc.  
T 905 282-9588  
1 800 668-5310  
F 905 282-9915

UNITED STATES  
Ferco Architectural Hardware Inc.  
T 1 800 927-1097  
F 1 888 454-0161



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## Introduction

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

All **Ferco Architectural Hardware Inc** products are warranted against defects in materials and workmanship. This warranty is valid for **10 years** on all products, with the exception of electronic products, which have a **1-year** warranty from the date of invoice.

This warranty does not cover normal wear, discoloration, rust, or any alteration to the finish of the products. The warranty is limited to the replacement of defective goods only and does not cover labour charges for removal or re-installation, transportation costs, or any other expenses related to replacement parts or hardware.

This warranty excludes any products that have been improperly installed, misused, worn out, or altered for a purpose other than that for which they were intended.

Any action under this warranty will be considered invalid unless written notification has been received by **Ferco Architectural Hardware Inc.** within the **10-year** warranty period.

This warranty extends solely to the company to which the products were originally sold.

**Ferco Inc.** *makes no other warranties expressed or implied.*





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

All door handle sets sold by **FercoArchitecturalHardwareInc.** are warranted for **five(5)years** against defects in materials and workmanship, as long as the products are owned by the original purchaser and used in the residence in which they were originally installed.

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

This warranty excludes scratches and/or abrasions; products that have been altered and/or improperly installed; and products that have been abused or misused. All handle sets used in commercial applications are excluded. This **five-year** warranty does not cover products damaged by acts of nature or products that are deemed to have undergone normal wear and tear.

Door handle sets that have not been maintained in accordance with the 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 for use in their ordinary course of business.

If a door handle set is found to be defective by **FercoArchitecturalHardwareInc.**, in its reasonable judgment, Ferco Architectural Hardware Inc. will, at its sole option, either repair or replace the defective hardware. This warranty does not cover any labour charges for removing or reinstalling door-handle products, nor does it include transportation costs or any other charges for replacement parts.

Any action under this warranty will not be valid unless written notification has been received by **FercoArchitecturalHardwareInc.** within the **five-year** warranty period. This warranty extends solely to the company to which the products were originally sold.

**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

The form is tilted and contains a grid with 10 columns and 10 rows. Below the grid are several horizontal lines for additional text.

