

## SOLUS TERMS OF BUSINESS

By signing this document, the purchaser agrees to the following terms and conditions of sale:

### PAYMENT

All products are required to be paid in full and will not ship until the balance has been received in full. Any balance of payments via credit card will automatically be processed 5 days prior to ship date. Please note that USA cheques require 30 business days to clear Canadian banks.

### TAXES

Solus is required to charge: HST or GST/PST on all Canadian sales; Solus does not charge any duties and taxes on US sales. Purchaser is responsible for paying any state or federal taxes should they be required.

### CANCELLATION

A 50% restocking fee will be applied to any cancelled orders.

### INSTALLATION

We would be happy to answer any questions you may have regarding installation, handling and maintenance of your fire pit. Solus Decor Inc. does not accept responsibility or liability for installation, gas connection, electrical connection, sealing or refinishing of any Solus products. Installation (depending on the unit) requires 2-6 people to move and place the unit.

### GAS HOOKUP

Building code requirements and permits are unique to your location so a licensed gas fitter **MUST** be used for all natural-gas or propane installations and in situations where propane is being directly piped in. Issues regarding codes and permits are unique to your location and are the responsibility of the purchaser.

### ELECTRICAL HOOKUP

A licensed electrician must be utilized for all electrical installations in accordance with local codes.

### PRODUCT CHARACTERISTICS

Solus products are cast and finished by hand so each piece is unique. You can expect differences in visual texture and surface air voids, surface spider web-like cracks or veining and minor dimples. These intrinsic characteristics do not affect the quality and performance of the products. Colouring is also unique, so any samples received or website renditions may not match exactly but should be close representations.

### WEATHERING + WEAR

Concrete is naturally quite "soft". This makes our smooth surface susceptible to etching over time. The darker aggregate within the concrete will naturally become exposed if left in the sun, rain and snow. Solus factory seals all fire features with concrete sealer which repels water. Please note this will **NOT** make your fire pit impermeable to all elements. Wet leaves, bird droppings, spilled drinks and greasy food, will alter the surface quality and contribute to the overall patina of your fire pit. For some additional protection we spray-coat horizontal table surfaces. This will slightly alter the appearance, giving it a higher gloss on the surface. We suggest using coasters on all surfaces and wiping off any grease/oil with a damp cloth.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## SOLUS TERMS OF BUSINESS *continued*

### FIREPIT COVER

Solus All-Weather Covers are available and tailored to fit each individual fire pit we manufacture. Covering your fire pit will prolong the life of the fire feature *and* extend the warranty period (see Limited Warranty section). We highly recommended covering your fire feature as it preserves the life & look of the piece.

### SHIPPING + DELIVERY

Local deliveries are handled by a freight company who will deliver the crated fire pit to the curb adjacent to the street. A "placement" service is available for an extra cost if a particular location is desired.

Items going beyond Greater Vancouver are packed in a museum quality crate and delivered curb side by one of our selected LTL freight carriers. The purchaser must notify Solus of any special shipping requirements. It is the purchasers responsibility to check that shipping details are noted correctly on the invoice. Additional fees will be charged to the purchaser if the delivery is rerouted after leaving the Solus facility. Any extra delivery charges (over and above curb side delivery such as: by appointment, storage charges incurred because of refused delivery, inside delivery, redelivery attempts etc.) requested directly to the carrier, will be at the consignees expense. A Solus representative will contact you to confirm delivery arrangements prior to shipping the order. If we cannot reach you after several attempts, the shipping date will be rescheduled.

Delivery DOES NOT include gas connection or electrical connection or moving the fire pit into place. Please note it may require 2 - 6 people, depending on the model.

### DELAYED SHIPMENTS AND STORAGE

Products will be held free of charge up until 2 weeks after the scheduled "ready-to-ship" date. Each crate or item will be charged a storage fee \$100 per calendar month and will be added to the balance due to be paid before final shipping. Factory seconds or clearance sale items cannot be stored for more than 2 weeks.

## SOLUS LIMITED WARRANTY *next page*

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## SOLUS LIMITED WARRANTY

Type	Components	No cover purchased	Solus All Weather cover purchased
Manual Ignition Fire Features	Burner and components	5 years	25 years
	Concrete vessels	1 year	5 years
Electronic Ignition Fire Features	Burner and components	5 years	25 years
	Concrete Vessels	1 year	5 years
	Electric components		
	wiring harness (393044)	1 year	3 years
	transformer (PF40350)	1 year	3 years
	gas valve (VR 8245M2530)	1 year	3 years
	ignition module (S8610U3009)	1 year	3 years
pilot burner (Q345ABB)	1 year	3 years	

These warranties are limited to the original purchaser for defects in material and workmanship for the stated periods. Solus Decor will, at its election, repair or replace the product where Solus inspection discloses any such defect occurring with normal usage. Solus will replace all warranted parts free of charge excluding crating, shipping, handling, or re-installation labour.

The purchaser, prior to installation should inspect the products and report any defects immediately. If there are any issues pertaining to the burner, please provide the purchase date when calling in as well as the installing gas fitter/electricians' contact info. This is required to verify proper installation methods.

This warranty does not cover damage to products caused by inappropriate or improper installation, unauthorized modifications to the burner, vessel, parts, accident, misuse, abuse or improper maintenance; nor coloration and surface texture changes due to exposure to the elements. Please refer to prior pages in this Terms of Business for more details about natural product characteristics that would not be considered under a warranty claim.

Signature \_\_\_\_\_ Date: \_\_\_\_\_