



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.
Please note that USA cheques require 3 weeks 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 charge of \$500 applies to made-to-order items canceled prior to the casting date. Orders are usually cast within 5 days of order placement, after which full payment applies. Stock items carry the same charge (\$500) if canceled prior to packing, otherwise a 50% restocking fee will apply.

INSTALLATION

This product may cause water damage, please install your water feature in a suitable location.
WE DO NOT ACCEPT RESPONSIBILITY FOR ANY WATER DAMAGE to surrounding surfaces (i.e. flooring, walls, structural elements...) due to leakage, splashing, draining, transference of moisture or catastrophic damage to the vessel. Installing requires 2-6 people, depending on size of product. Products can be permanently damaged if dropped or sharply knocked . Move and place carefully.
Solus Decor Inc. does not accept responsibility or liability for installation, hook up, sealing or refinishing.
Use tap water only. Pumps supplied by Solus Decor are not chlorine compatible.

PRODUCT CHARACTERISTICS

Solus products are cast and finished by hand and therefore possess qualities that are not only unique to Solus concrete, but also to individual orders. We try hard to maintain colour consistency, but due to the nature of concrete, sample colours (or internet/pamphlet colours) may not be exact matches. NOTE: 1/2" concrete samples tend to be a bit lighter than final pieces. You can expect differences in visual texture as well as surface air voids, surface spider web-like cracks or veining and minor dimples, which are intrinsic characteristics that define the products beauty and uniqueness. We are proud to say no two vessels are alike nor comparable to a mass produced item.

WEATHERING + WEAR

All Solus products are factory sealed with Miracle 511 Impregnating Sealer. Please note this will NOT make your vessel impermeable to all elements. To keep your water feature looking fresh, please refer to the owners manual under product care. Wet leaves, bird droppings, spilled drinks and greasy food, will all contribute to the patina of your water feature. Over time moving water will degrade and 'etch' the surface of the concrete, exposing the aggregate. Any metal components will also patina and oxidize. This is a normal occurrence and not a defect.

Signature _____ Date: _____



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SHIPPING + DELIVERY

Local deliveries are handled by a moving company who will place the water feature in the desired location. 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 at time of purchase. It is the Clients 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 that are requested directly to the Carrier, (*over and above curb side such as: by appointment, storage charges incurred because of refused delivery, inside delivery, redelivery attempts etc.) 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.

Depending on the model, moving the water feature into place may require 2 - 6 people.

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 can not be stored for more than 2 weeks.

UPON DELIVERY

Tracking information will be sent to the purchaser of all out of town deliveries, which includes photos of pre-packed items within 1 2 business days from carrier pick up. Review the photos and forward them to movers or contractors responsible for the installation prior to delivery. It is possible to damage items in the un-crating process, which can be easily avoided by previewing the information available on our website under "Chapter 1: Solus fire pit Un-crating & Parts". Immediately upon delivery, review the shipment for accuracy of materials ordered and any possible shipping damage. Visual crate damage **MUST BE NOTED ON THE CARRIERS DELIVERY RECEIPT** and reported to Solus immediately. Claims cannot be made if damage is not reported within 1-2 hours of receipt. Although products are concrete, they can be scratched or chipped if handled improperly on site. If Items must be left crated, they must be stored in a dry, moisture free environment or you risk damaging the finish. We prefer to ship orders as close to the installation date as possible to avoid site damage.

LIMITED WARRANTY

All Solus products and pumps supplied by Solus are warranted to the original purchaser to be free from defects in material and workmanship for 2 year from the time of purchase. Solus Decor will at its election, repair or replace the product where Solus inspection discloses any such defect occurring with normal usage within 2 years of purchase. Products should be inspected by the purchaser prior to installation and any defects reported immediately. If there are any issues pertaining to the pump,vessel or parts, please provide at least 2 photos and brief explanation via e-mail to your Solus sales representative. We will attend to your claim in a timely manner.

NOTE: Adding chlorine to the water will void any warranty and prematurely degrade the pump.

Signature _____ Date: _____