

Terms and Conditions

1 Sales

- 1.1 *Cedan does not sell to individuals.***
- 1.2 *Only authorized distributors or manufacturers can buy from Cedan. Cedan may decide either to qualify the customer or to forward the application to a current distributor. The customer will have to provide all the information requested on the account opening file.***
- 1.3 *Placing an order can be done by e-mail, fax, mail or over the phone. It is under the client's responsibility to provide to Cedan all the precise and necessary information in order to reduce misunderstanding.***
- 1.4 *Cedan will confirm the order to the client. This acknowledgement will show the exact same information as the invoice. The client has to be sure that the information as shown on the acknowledgement corresponds with the order it placed.***
- 1.5 *The client can refer to the customer service department for any further information.***
- 1.6 *In such a case the material ordered is to be picked-up, the invoice will be sent 24 hours after the material is ready.***
- 1.7 *Unless a special arrangement has been taken previously, Cedan will ship and bill the client after 5 working days at client's expense (collect).***
- 1.8 *The confirmed lead time is valid only for the original order. Any modification may result in a lead time change.***
- 1.9 *The client can come at the plant to make its own selection. However, handling fees will be charged. The selected material***

will be placed "under reservation" for 5 working days maximum.

1.10 Cedan can send some pictures for special projects. Because of the heavy turnaround, in order to make sure that the material remains available, the client must inform Cedan of its choice the day after the pictures are sent .

2 Warranty

2.1 Cedan guarantees that its products are free from manufacturing defects.

2.2 Because of the nature of the wood, Cedan cannot be held responsible of any damage caused by the environment variations.

2.3 Cedan's liability is for product replacement only and do not include any handling, finishing or labor costs.

2.4 The client is responsible for the use and transformation of the product.

2.5 No other warranty applies.

3 Claims

- 3.1 Claims must be done within 30 days from reception of the material. For missing item, the client must contact Cedan within 3 days.***
- 3.2 The packaging must be inspected when the material arrives. The client must write any visible defect on the shipping documents while the carrier is still there. The client must advise Cedan as fast as possible.***
- 3.3 All the products have to be inspected and approved before installation. No claim will be accepted on transformed material.***
- 3.4 The client must send a written claim that includes a reference number (invoice, P.O., etc) as well as a sample and/or a picture showing the defect.***

- 3.5 No merchandise return will be accepted without a return number supplied by Cedan.***
- 3.6 The merchandise has to be sent prepaid.***
- 3.7 Once the analysis done, Cedan will send a written report about its decision.***
- 3.8 Invoices must be paid in total although the material is in claim status.***

4 Cancelled Order:

- 4.1 No cancellation will be accepted on shipped merchandise.***
- 4.2 No penalties apply when a P.O. is cancelled within 6 hours from its reception.***
- 4.3 No order can be cancelled if special material has been purchased especially or planned for production.***

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