

ORDER INFORMATION

Order Information:

- When ordering any products where exact sizing is required, please call Architectural Ornament for verification. All dimensions are approximate and may vary. The backside profiles for each product may not be as shown, however this will not affect the face profile or dimensions. Styles and sizes may also change or be discontinued without notice.
- Once an order is placed, any changes must be made within 48 hours of the time of issue. All orders after the 48-hour window will be shipped and charged as they were ordered.

Custom or Specialty Work:

- Custom work is priced by quotation only. Please call customer service for details at 800-567-3554 or 905-738-9459.
- All moulds, masters or patterns made by or designed by Architectural Ornament, are property and copyright of Architectural Ornament Inc.

Damaged Goods Information:

- For all orders that are FOB Architectural Ornament, it is the customer's responsibility to handle and file claims for damaged goods.
- All orders that are FOB the customer's place of business, requires customers to inspect all products at the time of delivery. Any immediate damage is to be noted on the carrier's waybill and reported to Architectural Ornament within 24 hours of receipt of the products.

Return Policy:

- Any product that is being returned to Architectural Ornament must be approved and given a Return Goods Authorized number (RGA#) by Architectural Ornament.
- Any items that are shipped to Architectural Ornament without the approved RGA# will be declined, and shipped back to its origin at the customers expense.
- All items that have been authorized by Architectural Ornament are to be shipped to Architectural Ornament freight prepaid, or they will be refused at the customer's expense. Within 30 days of purchase all approved returns are also subject to a 20% minimum restocking charge. Within 120 days of purchase all approved returns are also subject to a 30% minimum restocking charge. No products can be returned after 120 days.

Limited Warranty:

Architectural Ornament warrants that the products featured in this catalogue are free from defects in material and workmanship for a period of five years from the date of purchase and installation under normal recommended conditions. For warranty purposes PL Premium adhesive must be used. It is the customer's responsibility to inspect all materials prior to any form of installation and to notify Architectural Ornament of any possible defects or damages.

This warranty is limited to replacing a product found to be defective and does not include any labour, transportation costs, damage or other expenses of any kind occurred in connection with the purchase, sale or use of the products.

The sole obligation of Architectural Ornament Inc. under this warranty is to repair or replace defective products, F.O.B. Architectural Ornament's place of business or to make a refund for costs of the products only as described above. Architectural Ornament Inc. shall have no liability to any person, firm or corporation whatsoever for incidental or consequential damages such as but not limited to labour, finishing costs, parts damaged by freight carriers, freight charges, installation costs, acts of god, lost profits, lost sales or the like.

No customer may take any deduction or credit against any outstanding amount owed Architectural Ornament without expressed written consent from Architectural Ornament. No company representative, person, agent, distributor, dealer, service facility or company is authorized to grant any further warranty or to waive this limitation of liability.

We at Architectural Ornament endorse safe installation procedures. Please cut any polyurethane product in a well ventilated area. It is recommended that all standard safety precautions be used including face masks and approved safety eye wear. For best results use PL Premium™ Adhesive as recommended, and follow its safety instructions carefully. All Architectural Ornament products are not fire retardant; keep away from open flame.