



## **General Policies, Terms, and Conditions of Sale**

### **LIMITED WARRANTY AND RESPONSIBILITY**

Brookfield Associates, Inc. conditionally guarantees products to be free from defects in material and workmanship. Brookfield Associates, Inc. is not responsible for misuse or improper use of its product and does not cover warranty issues related to safety or performance. Brookfield Associates, Inc. will, at our own expense and option, either repair or replace the damaged or defective product, or refund the customers money so long as the customer notifies Brookfield Associates, Inc., and upon inspection of the product, Brookfield Associates, Inc. finds the product to be defective.

### **THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY HEREUNDER WILL BE LIMITED TO SUCH REPAIR, REPLACEMENT, OR REFUND.**

Installation of products should be made by a qualified person in accordance with construction industry standards using the best and safest practices. Building codes and requirements vary from location to location. Brookfield Associates, Inc. does not guarantee that this product complies with your local building code. Local or appropriate building code should be strictly enforced. Ensure compliance prior to installation. This limited warranty is contingent upon the proper use and installation of our products, and does not apply to:

1. Products that have been modified or repaired by a third party.
2. Defects caused by the failure to exercise proper care in the storage and use of Brookfield Associates, Inc. products.
3. Cosmetic damage including scratches, dents, chips, and other damage to product finishes occurring during shipping.
4. Discoloration, rust, or oxidation of iron product surfaces resulting from the customer exposing the products to caustic or corrosive environments.
5. Pick up or delivery of products.
6. Travel or transportation expenses.
7. Removal or re-installation of built-in fixtures (i.e. trim, decorative panels, flooring, cabinetry) that interfere with the repair or replacement of the product.
8. Defects due to damage from accident, misuse, abuse, fire, floods, or acts of God.

### **CUSTOM PRODUCTS**

Custom products can be quoted and fabricated by Brookfield Associates Inc. We reserve the right to decline any custom job.

### **SHIPPING**

All orders are processed and shipped by Brookfield Associates, Inc. Estimated shipping costs may be adjusted upon final invoice from shipper.

### **ORDER CONFIRMATION AND BILLING**

All orders are acknowledged by our office. If you do not receive an acknowledgement within 24 hours of order placement, please contact our office at: [info@brookfieldstairs.com](mailto:info@brookfieldstairs.com) or call 206-972-7888. All payments will be made in U.S. currency. Prices are subject to change without notice.

### **RETURNS AND CANCELLATIONS**

Custom products cannot be returned or canceled once the purchasing and/or production has been initiated. Brookfield Associates, Inc. approval must be attained prior to any product return, and credit will be applied after inspection of the returned product. Products that are being returned will be returned with all freight pre-paid by the customer. Items that have been installed, painted, or modified in any fashion may not be returned. Credit for returns is limited to 75% of original sale price. Items must be in original packaging, in a re-sellable condition, and with invoice/order number identified. Returns are limited to stock merchandise purchased within ninety (90) days from the date of delivery.



**DAMAGED OR LOST FREIGHT**

Brookfield Associates, Inc. accepts no responsibility for products that have been damaged or lost by freight carriers. Shipping information and tracking numbers will be provided upon shipment. Call the delivery carrier immediately for inspection of damaged goods or assistance in locating lost freight. Customers should refuse any damaged goods from carrier.