



WARRANTY, SERVICE AND RETURN POLICY

I. YOUR WARRANTY

Electron Metal AIG warrants that its passive products (Cabinet Frames, Racks, fixed shelves) are free from defects in material and workmanship when installed under normal recommended conditions. Electron Metal AIG offers a standard warranty period of 10 years (unless otherwise specified) from the date of shipment.

1. Exception

- Sliding shelves locks and hinged items along with electrical components, supplied by Electron Metal AIG are guaranteed for a period of one year (unless otherwise specified) from the date of shipment.
- Third party products that are installed into Electron Cabinets, as a service to our customers, are not covered under Electron Metal AIG's Warranty. Any claims for issues with these items should be taken up with the original Manufacturer.

If you need warranty service, please contact our customer service. Please also have your order number.

a) Telephone

For customer service in French and English – 1-866-96-RACKS (72257)

To contact the plant directly - Tel: toll free 1-800-267-8064

b) Courriel

For service in French: sales@electronmetal.ca

For service in English: sales@jfcfsolutions.ca

2. Conditions

Our products must be handled, delivered and installed in a reasonable fashion to industry standards.

1. This guarantee will be granted only on presentation of original invoice or order number specifying the date of purchase by the original purchaser. Electron Metal AIG reserves the right to refuse warranty service if the information is incomplete or uncertain.
2. This warranty does not apply if the product has been altered in any manner.
3. This warranty does not apply to equipment that has been damaged by accident, negligence or improper use and application.
4. This warranty does not apply to non-compliance with instructions on the product and its use.

II. RETURNS

1. Conditions

Each product returned to Electron Metal AIG for repair or replacement must have been previously approved. The RMA (Return Material Authorization) will be granted by contacting customer service at 1-866-967-2257 or the plant at 1-800-267-8064. The RMA number must be visible on all packages returned to the manufacturer.

The return address is Electron Metal AIG, 2160 Boulevard Dagenais Ouest, Laval, Quebec, H7L5X9. Unless noted otherwise on the RMA customer is responsible for freight charges. Products held beyond 30 days cannot be returned for credit.

Products being returned due to reason other than normal repair or replacement will be subject to a 25% restocking charge. This charge is based on invoice prices. The restocking charge does not release the customer from the responsibility of properly packaging and returning the product in as-new condition, disassembled, in original packaging with the packing slip. Failure to do so will result in the product being returned to you and no credit issued.

2. Exception –Customized products

Please note that all drawings of the customized product must first be approved in writing by the customer. Once the customer approves and receives the special customized goods, there will be no return of such product except for modification or to repair damages.

III. SERVICES

1. Delivery

Standard shipping terms are freight collect F.O.B. our Laval Plant. However, we can offer a wide choice of delivery and installation options. We can also provide staging and logistic services if required. Please, feel free to contact our customer service representatives for any additional information.

2. After Sales & Support

We offer you knowledgeable and friendly customer service to help answer the following:

- Customization
- Missing items
- Nonconforming Product (model, color, size, etc.)
- Defective
- Mis-Shipment
- Damaged Product
- Return & Warranty

You can reach our representatives from Monday to Friday (8:00am-7:00pm Est) by:

a) Telephone

For customer service in French and English – 1-866-96-RACKS (72257)

To contact the plant directly - Tel: 450 625 8064 or toll free 1-800-267-8064

b) Email

For service in French: sales@electronmetal.ca

For service in English: sales@jfc-solutions.ca

Please also have your order number.

These requests are processed within 24 hours. If a replacement is required, it is sent within 48 hours from the initiation of the complaint. Please, note that some products (custom) may require a longer period.

Freight Damaged Product

If our carrier damages the product during delivery, it must be reported by contacting our customer service department within 24 hours after receipt of material. Any indentations, punctures or other damage to the packaging must be systematically recorded on the bill of lading upon delivery. Electron Metal AIG is responsible for initiating the complaint with the carrier. The replacement of damaged product is sent within 48 hours. Please, note that some products (custom) may require a longer period

If product goes collect via the customer carrier of choice, it is the customer's responsibility to take the necessary steps to collect compensation. However, replacement of damaged product is sent within 48 hours subject to receiving an order. Please, note that some products (custom) may require a longer period.

3. Installation & Repair

Installation of product is typically not included. However, if you wish to purchase installation services, or have any questions on how to install one of our products please contact our customer service representatives at any time.