



Terms and Conditions of Sale

1. All orders are subject to HST and/or other applicable taxes. Prices are subject to change without notice.
2. Hard-Co is **not responsible** for any errors made in calculations for material based on the measurements of the Purchaser. Please review all calculations prior to placing your order.

Skid Deposits

All skids will be charged a **skid deposit**, which will be refunded when the skid is returned to the yard by the Purchaser, in acceptable condition, within one year of purchased with Bill of Sale.

Delivery Policy

All deliveries will be left at the curb line. Any deliveries made past the curb line is the *complete responsibility of the Purchaser and at the risk of the Purchaser*. Any load that must be re-delivered will be subject to an additional fee. The delivery driver has **final say** on where they can place the material being delivered.

Excessive delays incurred on a delivery will be billed to the Purchaser.

Any shortages or damaged product must be reported within 24 hours of delivery/pickup time. If no claim is made within this time frame, the order will be considered accurate and will be subject to additional fees. *See Quality concern policy below.*

Quality Concern Policy

Efflorescence is a crystalline deposit that may develop on the surface of masonry or concrete products. This is a normal occurrence and does not affect the integrity of the product. Efflorescence typically wears off over time. No responsibility can be accepted by Hard-Co for efflorescence as all concrete products contain calcium hydroxide which causes efflorescence.

Damaged, defective, or shorted products **must** be reported within 24 hours of receipt or immediately on pickup. Products will be credited or replaced at the discretion of Hard-Co as circumstances permit. Removal and replacement costs are the sole responsibility of the Purchaser.

Sales are made in accordance with the Seller's samples which the Purchaser has seen and approved. **No guarantee of exact colour or match is made or implied.** It is recommended that when installing, you work from two or more bundles at a time to decrease large colour variances.

Return Policy

Where Hard-Co agrees to accept the return of goods, the goods must be clean, undamaged, re-sellable, and accompanied by the original Bill of Sale within 30 days of the invoice date. Goods returned are subject to freight charges and a 20% administrative fee.

All returned product is subject to a hold for a quality check before a refund is issued. Interlock will be returned **only the way it was sold to the Purchaser**. It must be clean, in original packaging, in its original condition, and will be subject to a 20% restocking fee. **Refunds will be processed within 48 hours of the completion of the quality check.** If the product is non-refundable, it will be held for you to collect for **7 business days**.

When Hard-Co agrees to return material, a 50% restocking fee will apply to interlock that has the correct pieces **but is not returned in its original packaging**, which includes any interlock that has been re-stacked, and sections of interlock that are no longer banded.

Please note: Returns will **not be given** to interlock that appears to have been installed, cut, glued, chipped, scratched, discoloured, or is unclean.

There are NO refunds on the following:

- Bulk Aggregate, Decorative Stone, or Salt
- Natural Stone
- Artificial Turf or Sod
- Bulk Bags
- Final Sale Items
- Non-Stocking or Special Orders
- Open, Used, or Damaged Product
- Open or Damaged Bags of Polymeric Sand & Concrete Mix