



## 2024 Terms & Conditions

**READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEBSITE. YOUR USE OF THIS WEBSITE AND YOUR PLACEMENT OF ANY ORDER CONFIRMS YOUR UNCONDITIONAL ACCEPTANCE OF THE FOLLOWING TERMS AND CONDITIONS.**

### Payment Terms

Cutting Edge offers [three standard payment options](#). Unless you request otherwise, **you will automatically receive the standard payment terms (option 1):**

#### 1. Standard Payment Terms - Cash Account

You must make a down payment on your order; at least 50% of the total order cost *before* your order enters production. Our team collects the remaining balance once your order is complete and ready to ship.

#### 2. Full Deposit Up-Front - Cash Account

You must pay the total amount for your order *before* your order enters production.

#### 3. Credit Terms

You can request credit terms from our team at any point. If our accounting team approves your credit request, you will receive a credit approval notification explaining your payment terms, credit limit, and interest charges. **Cutting Edge charges interest on any overdue balances and reserves the right to revoke your credit terms at any point if you:**

- Exceed your credit limit.
- Exceed your payment terms.

### Ordering Online

When you place an order online, you are solely responsible for verifying the accuracy of your selections. **Cutting Edge is not responsible for any entry errors.**

**Clicking 'Save' does not send your order to our team or notify us in any way.** You must click 'Submit Order' to have your order processed and put into production.



Once you have submitted your order (and made payment if required), the Cutting Edge team can immediately place your order in production. **You are not required to provide a signed confirmation for orders you submit online.**

## Confirming Orders

Cutting Edge requires you to return a signed copy of the confirmation we send **before** we place your order in production. **Your order will not enter production until you provide a signed confirmation file.**

Before signing the confirmation file, you must review every detail of your order. **Once you've signed the confirmation, you agree that Cutting Edge will produce your order as shown on the confirmation.** For example, even if you got a door that isn't the size you needed, you are not eligible for a warranty replacement if it is the size shown on your confirmation.

However, errors or mistakes made by our team while producing your order are still covered under warranty. These types of errors are indicated by receiving products that do not match the details on your confirmation.

As noted above, **you are not required to provide a signed confirmation for orders you submit online.**

## Warranty Policy

Any products from Cutting Edge come with a 1-year warranty against manufacturing defects unless otherwise noted on your order. [Review Cutting Edge's full warranty](#) policy online to ensure you understand what is and is not covered under warranty.

Here are the highlights:

- Cutting Edge team members work with every piece of wood to reveal and enhance its natural beauty. Because wood is a natural product, no two pieces are identical. While we match figure, colour, and grain as closely as possible, **each piece of wood has unique characteristics.** Our team considers these characteristics part of the distinguishing features of a natural product; we do not consider them a defect.
- Cutting Edge warrants its products to be free of manufacturing defects for one year from the date they ship to you. **The warranty covers warpage, delamination, replacement of defective products, and the cost of shipping the replacement products from Cutting Edge.**
- However, **the warranty does not cover installation or removal, labour, travel time, additional products (such as paint), or damage to related products.** Cutting Edge is not required to cover any extra costs incurred due to defective products.



- After the product leaves Cutting Edge, **defects preventable by the customer are not covered by warranty**. Cutting Edge is not liable for damage caused by improper handling, cleaning, surface preparation, or storage.
- The warranty coverage may extend beyond the one-year time frame if:
  - The issue is a manufacturer defect, and
  - The product is in a humidity- and temperature-controlled environment. Cutting Edge's recommended humidity range is between 30-40%; the recommended temperature range is between 60-80 degrees Fahrenheit or 15.5-26.5 degrees Celsius.

After receiving your order, you should perform a quick inspection for damage. Then, **if** your order is unfinished, scuff sand each piece to remove marks from packing, transit and unpacking. If your order is prefinished, you should still perform the inspection. However, you do not need to scuff sand each piece.

Always handle your orders with care.

## Shipping Policy

Cutting Edge Doors & Woodworking **covers all shipping costs (excluding accessorial charges) on orders with a subtotal of \$1000 to our standard destinations**. If your order subtotal is less than \$1000, or your location is not one of our standard destinations, our team will ship your order out prepaid and include the freight charges on your invoice.

[Review Cutting Edge's full shipping policy](#) online to find a list of standard destinations.

## Accessorial Charges

Not all accessorial charges can be predicted and added to your orders in advance. **You may receive invoices for accessorial charges after your order has shipped.**

These accessorial charges vary in price depending on the carrier, but **our team will only charge you the actual fee the shipping company charged**. We do not add a mark-up or make a profit on accessorial charges.

- Call Before Delivery - \$50.00+
- Carry-In Delivery - \$58.80+
- Delivery by Appointment - \$42.00+
- Delivery Detention (With Power) - \$32.55+ per 15 minutes
- Power Tailgate - \$35.00+
- Re-Consignment - \$59.85+
- Re-Delivery - \$59.85+
- Residential Delivery/Private Residence - \$88.52+
- Rural Route - \$88.52+



## Shipping Damage

If your shipment has visible damage, you must show the driver the damage and make sure they record the shipment as damaged. Our team requires pictures of the outside of the package(s) showing the damage. In addition, we need a picture of each damaged part as you open the shipment up. Our team requires these pictures and the sizes of any damaged parts within 24 hours. **Without this information, we may not cover damaged pieces under warranty because our team cannot submit a freight claim.**

**Questions about these terms and conditions? Contact our team at:**

Phone: [1 \(800\) 267 6662](tel:18002676662)

Email: [orders@cuttingedgeinc.ca](mailto:orders@cuttingedgeinc.ca)

