

TERMS OF SALE AND RETURN POLICY

LANDSCAPING & MASONRY PRODUCTS

DELIVERY: There is always a charge for transport and these prices are subject to change without notice. Please note that the transport fee charged is for a maximum of 1 hour. Any additional waiting time will be expensed to the client at a rate of 150\$/hour, starting from the time of arrival.

PALLETS: An amount of 40\$ will be charged for every returnable pallet used. The client is solely responsible for the protection of the pallets on job site and their return. A **refund** of 35\$ will be issued for each pallet, identified as MÉGA CENTRE MONTREAL and in good condition (not damaged or cracked), returned by the client at one of our locations or for each pallet picked-up simultaneously during a delivery to the same site.

Mega Centre Group offers a pallet pick-up service within a maximum radius of 90 km from its locations. Pick-up fees can vary anywhere between 150\$ and 450\$ depending on the region. To benefit from this service, the client must request the pick-up and place the pallets near an accessible area.

Sod pallets: An amount of 45\$ will be charged for each pallet of grass. A **refund of 40\$** will be issued for each pallet returned in good condition (not damaged or cracked).

RETURN OF MATERIAL: Only complete rows and cubes of undamaged, resalable material in its original packaging will be credited. **A 20% restocking and handling fee will be charged on all returned material, as well as transport fees if applicable.**

All material purchased without a pallet is considered final sale and cannot be returned.

All landscaping and masonry returns are subject to the acceptance and discretion of the store.

ADDITIONAL CONDITIONS: The quantity and quality of all our products delivered on the job site shall be accepted by the customer or their representatives at the time of delivery. This acceptance will be considered as final. We are not responsible for the interpretation of plans and specifications. We decline all responsibility as for the delays of deliveries incurred by unforeseen circumstances such as accidents, traffic, equipment breakdown, strike, lock-out, shortage of material and any other factor beyond our control. Our prices are subject to change without notice.

Upon departure from our premises, it is the customer's responsibility to verify the requested material.

Any claim for damaged material must be made within 48 hours of delivery. After this period, no claims will be accepted.

All liquidation items and special orders are final sale. A 50% non-refundable deposit will be required for custom orders.

Please note that all clay brick and natural stone products are not eligible for refund.

RECOMMENDATIONS: It is very important to order by unit as cube quantities can vary. We strongly recommend that proper measurements are taken and only the necessary quantity is ordered to avoid return fees. To ensure the best service, we ask that your order be placed 24 to 48 hours before the required delivery date.

GARDEN CENTRE

We will offer an exchange or refund within 10 days with proof of purchase (regular priced items only). No refunds without original sales receipt. All items purchased on sale or on liquidation are considered final sale and will not be eligible for exchange or refund.

Any return of plants is subject to the acceptance and discretion of the store.

No warranty on trees and shrubs purchased on sale or at a discounted price.

Seasonal warranty (May to October of given year) will be granted for regular-priced trees and shrubs with original receipt. A replacement of the same value will be provided. No refunds will be issued. Certain conditions apply.

No warranty on sod, annuals, vegetable plants, perennials, and seeds.

No return, exchange, or warranty on discounted items.

No exchange or return on grass.