



# Spaces Inc. Warranty Policy

Spaces Inc. is committed to providing high-quality products and professional installation services. We work closely with a network of carefully selected manufacturers and logistics partners to ensure products meet our quality standards and customer expectations. While we stand behind our workmanship and support our customers throughout the lifecycle of their purchase, certain aspects of warranty coverage and freight responsibility are governed by third-party manufacturer and carrier terms. The policies below are intended to clearly outline responsibilities and timelines to ensure prompt and fair resolution of any issues.

## **Product Warranty Policy**

Spaces Inc. works with reputable manufacturers and suppliers and puts each new product and vendor through a rigorous review process focused on quality, performance, and reliability. Product warranties, however, are provided and governed solely by the manufacturer's terms and conditions.

To the extent that manufacturer warranties are transferable or assignable, Spaces Inc. will pass along any applicable express warranties offered by the manufacturer of the products purchased. These warranties are subject to the manufacturer's own policies, limitations, and procedures. Customers must retain their original invoice, as it is required for warranty verification and claim support.

As Spaces Inc. is a reseller and not the manufacturer of the products, we do not provide additional warranties on products themselves, whether express or implied, except as required by applicable law. We are, however, committed to assisting customers in navigating and submitting manufacturer warranty claims where applicable.

To help ensure prompt resolution of any issues, all products should be carefully inspected within five (5) days of delivery. If you notice any non-conformities, defects, errors, or shortages, please notify Spaces Inc. in writing within this time so that we may assist you appropriately. If no written notice is received within five (5) days, the products will be deemed accepted as delivered.



### **Freight Damage Policy**

Freight damage is the responsibility of the carrier once the shipment leaves our facility or the manufacturer's facility. While Spaces Inc will work with customers in good faith to assist with filing freight claims and seeking recovery from the carrier, we cannot guarantee that a claim will be approved or that costs will be recovered.

### **Visible Damage (at Time of Delivery)**

Visible damage must be addressed immediately to preserve carrier claim eligibility. If damage is apparent upon delivery, you must:

- Clearly note all damage on the delivery receipt at the time of delivery
- Take photos of the damaged packaging and products before unpacking
- Retain all packaging and materials
- Notify Spaces Inc. within 24 hours of delivery

### **Concealed Damage (Not Visible at Delivery)**

Concealed damage, meaning damage discovered after unpacking that was not visible at delivery, must be reported as soon as it is identified. Given reasonable inspection requirements, concealed damage must be reported within five (5) days of delivery. To support a claim, you must:

- Take photos of the product and any relevant packaging
- Retain all packaging and materials
- Notify Spaces Inc in writing within five (5) days of delivery

Failure to follow the above steps or reporting timelines may result in the carrier denying the claim, for which Spaces Inc cannot be held responsible.

### **Installation Warranty Policy**

Spaces Inc. warrants the workmanship of installation services performed by us for a period of one (1) year from the date of installation. This warranty covers issues that arise directly from improper installation when products are used under normal conditions and in accordance with manufacturer guidelines.

This installation warranty applies only to services performed by Spaces Inc. and does not extend to product defects, manufacturer-related issues, normal wear and tear, misuse, abuse, alterations, or damage caused by third parties or environmental conditions.

If an installation-related concern arises during the warranty period, Spaces Inc. will, at its discretion, repair or correct the installation issue at no additional cost.

For any warranty claims, please reach out to [customerservice@cdispaces.ca](mailto:customerservice@cdispaces.ca)

