



Warranty / Terms and Conditions

Concrete Products 1-Year Warranty

Concrete Products maintains the highest quality standards in manufacturing with a tightly controlled, fully monitored production environment. Our products are guaranteed to be without material defect. Products deemed to be defective, will be replaced without cost to the customer. Replacement labour and shipping costs are not covered under warranty. Color matching of replacement products is not guaranteed. Each production run may vary slightly in color, even when using precise ratios of coloring agents, water, cement, sand and aggregates. The warranty is subject to normal 'residential' use conditions.

Limitations and Exclusions

The warranty does not apply to damage, deterioration or color change to the products resulting from:

1. Improper installation inconsistent with industry standards
2. Product discoloration from staining, improper sealing, pollution or abrasion
3. Use of chemicals for the process of de-icing
4. Breakage caused by overloading, impact or sub-grade settlement
5. Efflorescence

The warranty only applies to products manufactured by Concrete Products. For warranty information on the product lines we distribute, please visit the following supplier websites:

www.bramptonbrick.com	www.techo-bloc.com	www.permacon.ca	www.dutchqualitystone.com
www.canyonstonecanada.com	www.richvaleYork.com	www.greatnorthlandscape.com	
www.oakspavers.com	www.permaloc.com	www.brickstopedge.com	

Industry Standards

Concrete Products meets or exceeds all industry standards including CSA A231.2 and A165 for the manufacturing of concrete products.

Shipping

Concrete Products requires a minimum of 24 hours notice for deliveries on in-stock items. Deliveries are made during normal working hours, Monday to Friday from 7am to 5pm. Concrete Products reserves the right to charge extra for unreasonable delays experienced in unloading on a jobsite.

Product Color

No guarantee is made on exact product color or blend. Customers are advised to purchase all product from the same production run to ensure consistency. Blended colors should be installed from more than one pallet at a time.

Efflorescence

Control measures are put into place to try and minimize efflorescence in all of our products. All masonry should use RainBloc ACM Mortar Admixture when mixing mortar. Efflorescence is not a material defect but a surface phenomenon--- as such, it is not covered under warranty.

Choosing the Right Contractor

You are about to invest in a long-lasting concrete product for a residential or commercial project. The quality of the finished product is highly dependent on the quality of the contractor selected for installation. Be sure to research several potential contractors, check for references from previous jobs, and request a warranty on the installation. Adherence to local building codes is necessary to ensure long-term durability of the products purchased.

Terms & Conditions

Any material returned will be subject to a 5% restocking fee, plus applicable delivery charges.

Pallet charge is \$20 each. This will be refunded for a \$15 credit, if returned in its original useable condition.