



Warranty

Thorinox Inc. warrants that all Thorinox products will be free from defects in material and manufacturing at time of shipment.

Thorinox offers a one-year parts only warranty on its products, which covers against rust or corrosion or manufacturers' defect, when used under general indoor conditions. Green epoxy wireshelves have a 10 year* warranty. This warranty is made for the benefit of the original owner under normal usage and an original proof of purchase must be provided with any warranty claim.

Thorinox's liability is limited to the replacement of defective products or parts, following inspection by a Thorinox representative. Any returns must be prepaid freight to Thorinox and Thorinox will not be responsible for any and all ancillary expenses that may arise. This warranty is only applicable in Canada.

Pricing and Product Specifications

Prices are in US Dollars and are subject to change without notice. Prices may change due to unforeseen cost increases of imported products, raw materials or currency fluctuations. As we strive to provide high quality products, specifications are subject to change without prior notice. Some variations between pictures and products may occur.

Order Placement

All general orders must meet or exceed \$250.00 net minimum. A \$25.00 handling charge will automatically be added to any order if it does not meet the requirements set above. We require a written confirmation for all verbal orders. Please send them by fax or by email.

Returns

We will not accept returns unless approved in writing. Returned goods must be received within 60 days of purchase. To obtain a return authorization, please call 1.800.567.3620. All authorized returns must be FREIGHT PREPAID. A restocking fee of 25% will be applied to any unused products in their original packaging. Returned products which have been used, opened or are without their original box, are subject to inspection and a 50% restocking fee may be applicable.

Freight or Handling Damage

All items must be visually inspected for any damage, no matter how insignificant. If an item is received damaged, it must be clearly indicated "Received Damaged" on the carrier's waybill. Thorinox will not replace or credit any damaged equipment, if not confirmed and damage described in writing at the time of delivery. Thorinox does not prepay any third party shipments.

*The warranty will be voided if shelving is installed in a salty or humid environment.