



Terms and conditions

Sales:

All product sales are final. No unauthorized refunds nor exchanges permitted. A late fee of 1% (12% annually) of the total remaining balance, per order, may be added every 30 days after the stated invoice due date. Typically, canden requires 100% down payment to initiate production. In some instances other Initial deposit amount and other fees will be specified in the quotation and order acknowledgement. Payment of amount ensures that the production will begin 3 days after the specified amount is deposited. Canden Products LLC does not offer refund or return of product due to custom nature of product. Any product that is returned without proper authorization of Canden products LLC technicians or management will be subject to 25% restocking fee. Full payment on purchase of product is required within 30 days of invoice sent. Canden products LLC reserves the right to refuse any sale and shall in no way be held accountable for typos or unintended clerical errors. Unless explicitly stated otherwise, Canden products LLC is not responsible for taxes, tariffs, or export-related fees.

Refund Policy:

All sales are final. Canden products LLC does not offer refund.

Return Policy:

All sales are final. Canden products LLC does not accept return of product(s). If product(s) are returned without proper authorization, Canden products LLC reserves right to charge restocking fee.

Warranty Terms:

Warranty terms begins only after completion of full payment for the product(s) purchased. Customer is required to fill out warranty form with full payment receipt number. Damage claims are to be made against shipping company unless otherwise directed by Canden Products LLC. Failure to inspect will result in loss of claim. Disclaimer: Canden Products warrants that all products provided will be as specified and free from defects in materials and workmanship. Canden Products LLC makes no other warranties, nor representations of any kind whatsoever, whether expressed or implied, except that of title, and all implied warranties including any warranty of merchantability and fitness for a particular purpose are hereby disclaimed.

Defective product & Service terms:

Canden products LLC performs quality control check before shipment. Customer assumes full responsibility to check for product integrity upon arrival. If customer determines product is defective upon arrival-Canden products LLC technicians will recommend repair solutions only after full payment on product is paid by customer. Service to product is to only be conducted by qualified technician and/or as specifically directed by Canden Products LLC. Factory service/repair is preferable.

Shipping Terms:

Shipping costs to be paid by customer before warranty. If customer returns products before full payment completion- shipping costs of product to and from factory address in St.Louis,Mo will be paid by customer. Freight estimates are subject to change within a 10% margin, and valid for 30 days.

Canden products LLC reserves rights to make revisions and changes to this document.