

# DraftSeal®

WEATHERSEALING SPECIALISTS SINCE 1960

# KrisTrack®

TRACK & HARDWARE SPECIALISTS

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Dear valued customer,

We are dedicated to improving and streamlining our operations to improve our lead times and customer service. I am writing to remind you of our company policies regarding our terms of sale. Specifically, minimum orders, warranty, returns, exchanges, and claims. Please take a moment to review the document that follows to ensure that you are up to date on these policies.

This document and other important information can be found on our websites:

[www.draftseal.com](http://www.draftseal.com) and [www.kristrack.com](http://www.kristrack.com)

Should you have any questions or concerns, please feel free to contact our Langley Head Office:

**Phone:** (604) 451-1080

**Email:** [info@draftseal.com](mailto:info@draftseal.com)

Thank you for your business.

Best Regards,



**Darren Kirkham**

General Manager

A.K. Draft Seal Ltd

Ph: (604) 451-1080 | Fax: (604) 451-1140

Toll free: Ph: 1-888-520-9009 | Fax: 1-800-567-2887

Unit 100 - 4825 275th St, Langley, B.C. V4W 0C7 Canada

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## WARRANTY, TERMS & CONDITIONS, RETURNS & ALLOWANCES & CLAIMS POLICY

By purchasing our products you agree to our Terms & Conditions herein stated.

### ORDERING

Please order material by catalogue number. Minimum order total is \$100.00 NET. Orders under \$100.00 will be politely declined. All orders must be either received in writing or, for verbal orders, we will require written acknowledgment of the order confirmation. **Verbal orders will be held until written confirmation is received.**

### CANCELLATION CHARGES

Cancelled orders for special material, non-stock sizes, or special sizes are subject to cancellation charges, based on factory expense and material used.

### RETURNS & ALLOWANCES

No merchandise will be accepted for return unless prior approval is obtained. Minimum 30% restocking charge applies. Custom orders are not returnable. For all other orders we will issue a credit, with prior approval, if returned to A.K. DraftSeal Ltd. within 90 days from date of invoice and it is in resalable quality, size, and condition. No returns will be accepted after 90 days from date of invoice. No cancellations accepted on special or custom orders where work is in progress. Customer is responsible for freight charges on return goods.

### WARRANTY

Draft Seal products are guaranteed for one year against defect in the materials used or workmanship. A.K. Draft Seal Ltd. will not be liable for defects or damages arising from improper installation, product modification, incorrect application or storage of product. Written notice of damages must occur within the warranty period. Liability shall be limited to the replacement of product or component determined to be defective and shall not include costs arising from removal or re-installation of product. Cost of replacement shall not exceed original purchase price. No other claims will be allowed. In no event shall liability be extended to include punitive, incidental, or consequential damages arising from use of A.K. Draft Seal Ltd. products. This is the sole warranty given by A.K. Draft Seal Ltd. No other warranty implied or expressed shall be allowed.

### CLAIMS

Claims for damaged products or shortages must be made within 10 days of receipt of goods. A.K. Draft Seal Ltd. reserves the right to inspect and test products to determine the validity of any claim made under this warranty.

### SPECIAL PACKAGING

\$15.00 NET. This will be added to any order not meeting prepaid freight where the product is over 8' in length.

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### HEAD OFFICE & MANUFACTURING CENTRE

Unit 100 - 4825 275th St, Langley, BC V4W 0C7 Canada | [www.DraftSeal.com](http://www.DraftSeal.com) | [www.KrisTrack.com](http://www.KrisTrack.com)  
Ph: (604) 451-1080 | Fax: (604) 451-1140 | Toll Free Ph: 1-888-520-9009 | Fax: 1-800-567-2887

### BRANCH OFFICES & MANUFACTURING CENTRES

Toronto, Canada & Los Angeles, USA

## **CLAIMS**

Claims for damaged products or shortages must be made within 10 days of receipt of goods. Consignee assumes all the risk for loss or damage to goods in transit. A.K. Draft Seal Ltd. reserves the right to inspect and test products to determine the validity of any claim made under this warranty.

## **LEAD TIME (LT)**

Standard lead times may not apply, please call toll free 1-888-520-9009 for more information.

## **PACKAGING**

Most weatherstrip is supplied poly sleeved.

## **FREIGHT**

All orders are FOB Factory, Langley, BC, Canada, call for the prepaid policy in your area, or freight prepaid on a specific amount net before taxes (if applicable).

## **EXTRUSIONS**

All aluminum extrusions are alloy 6063T5.

## **FINISHES**

A: Aluminum, Extruded Aluminum

D: Bronze Anodized Aluminum (Satin Dark Bronze)

C: Clear Anodized Aluminum

B: Brown Painted Aluminum

W: White Painted Aluminum

## **CUTTING**

(RIP) any threshold to a narrower width.

## **CUT LENGTHS**

All thresholds up to 48" are supplied cut 1/2" over and all 60" and over are supplied cut 1" over. Where exact lengths are required, state length followed by "NET". Less than 36" charged as 36". Cut lengths over 12 ft charged as 15 ft. Most extrusions are available in 12ft and some in 15ft lengths. Please inquire.

## **DRILLING, PUNCHING & SCREWS**

Threshold price includes punch and counter sunk holes with appropriate length and style of screws and plastic shields. Weatherstrip price includes slotted holes and appropriate length and style of screws.

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