



www.theDSgroup.com

Tomorrow's Innovative Solutions for Today's Doors and Windows

The DS Group Of Companies: Draftseal®, KrisTrack®, Eclipse Architectural® and DSD Hardware

KrisTrack®

Warranty, Terms & Conditions, Returns & Allowances, Claims Policy & Other Information

Product drawings throughout our marketing materials, including print and online, are representations of product size, dimensions, shape, etc. Changes & updates to marketing materials may occur without notice. This may include, but not limited to, specifications, product availability & product materials. A.K. Draft Seal Ltd., The DS Group & KrisTrack® will not be held liable for any changes to our marketing materials, or products depicted in them that may not match our CAD drawings.

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

ORDERING INFORMATION

Please order material by catalogue number, specifying length required and number of pieces. Most tracks are stocked in standard sizes and all are available in stock lengths. I.E. 12 ft. (3.65m), 14 ft. (4.26m), 16 ft. (4.87m), 18 ft. (5.48m) 20 ft. (6.09m). Check product number in price list for listed stock lengths.

TAX

GST / HST extra where applicable.

FUNDS

Payable in Canadian Funds or U.S. Funds

TERMS

Net 30 days from date of invoice. Interest will be charged on all over-due accounts. Minimum order is \$50.00 net.

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 the A.K. Draft Seal Ltd. within 90 days from date of invoice. 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

KrisTrack® 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 reinstallation 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. 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.

PACKAGING

All hardware is poly wrapped. Track can be poly wrapped, please specify. For any track product over 12 ft., crating charge will apply.

FREIGHT

All orders are FOB Factory, Burnaby, BC, Canada, call for the prepaid policy in your area, or freight prepaid on a specific amount net before taxes (if applicable). Prepaid freight does not apply to any type of pocket door frames or Eclipse hardware system. Shipments to the USA are prepaid and freight cost is added to your invoice.

CRATING

Crating for hardware, sill, top track and weatherseals. All components for one unit will be shipped in one or two crates. Crating charge will apply.

EXTRUSIONS

All aluminum extrusions are alloy 6063T5 and are finished in mill finish.

FINISHES

Track is extruded aluminum (mill finish). Metal components of hangers, brackets, guides, pivots, stops, are zinc plated steel. Some are stainless steel.

CUT LENGTHS

Most tracks are stocked in standard sizes and all are available in stock lengths. IE: 12 ft. (3.65m). 14 ft. (4.26m), 16 ft. (4.87 m), 18 ft. (5.48m), 20 ft. (6.09m). Check product number in price list for listed stock lengths. Any cut length ordered over 12 ft. (3.65m) will be charged out as 16 ft. (4.87m). Any cut length ordered over 16 ft. (4.87m) will be charged out as 20 ft. (6.09m).

DRILLING PUNCHING

Tracks supplied key hole punched. Floor channel supplied drilled and countersunk. All track and hardware furnished with appropriate length and style of screws.

SCREWS

#10 X 1 1/2" (38.1mm) Robertson truss head zinc plated wood screws are furnished with all top tracks. #5 x 1" (25.4mm) furnished with floor channel. Screws of appropriate length and style are furnished with all hangers and accessories.

Head Office & Manufacturing Centre - Vancouver, Canada

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Branch Offices & Distribution Centres

Toronto, Canada & Los Angeles, USA

Eclipse Architectural® Corporate Showrooms

Vancouver & Toronto, Canada • Los Angeles, California, USA

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