

## **MOST POPULAR QUESTIONS**

### **- Can you make customised size?**

Yes, we can customize items to your specific requirements.

### **- Is there a delivery fee?**

Delivery costs may vary according to your region.

The charge for the Halifax region (not HRM, but a 20Km radius around downtown Halifax is \$15, taxes included). Delivery cost is per trip, not per box.

if you are located elsewhere, we will inform you of the cost of transport before the final order is placed.

### **- How long will my order take?**

This will depend on the quantities of orders in hand, and also on our supplies of raw materials. When stock is available, delivery generally takes between 4 and 8 days. We advise you to check as the season progresses, as we sometimes receive a large number of orders in a short space of time. The lead time can therefore be very short at the beginning of the season and longer during the season.

### **- Do hemlock boxes need to be treated?**

Hemlock don't need to be treated.

### **- What payment methods do you accept and do you issue receipts?**

We accept payment by cash or etransfer (our preferred method).

We establish receipts/Invoices for each transaction in order to comply with regulations.

If you are not present at the time of delivery, we will ask for your agreement to deliver to the location of your choice.

A photo will be sent to you and the invoice will follow the following evening or day.

Payment terms are net on receipt of invoice, unless we grant you an extension.

Boxes remain our property until paid for in full, and we reserve the right to take them back in the event of non-payment or to apply late payment charges.

### **- Are there any guarantees?**

We have a professional insurance policy that can cover the risks of accidents that may occur during the installation of the boxes (for example, if one of our employees clumsily handles a panel and accidentally hits your car or a gutter).

We don't give any guarantees on the boxes once they're on your floor, in your possession.

Nor is there any guarantee on the longevity of the boxes or any other defects that may appear after delivery.

Our responsibility ends as soon as the boxes are installed and assembled on your land.

To be admissible, any complaint must be made before our departure.

### **- What's the best way to place an order?**

The safest way is to send us an email to [freddardenne@hotmail.com](mailto:freddardenne@hotmail.com) or cell text or call 902.297.1151.

We also take orders via social networks, but please bear in mind that it sometimes happens that certain facebook messages don't reach us or are removed from the platform without our intervention.

It is always advisable to leave us either a contact email or a cell phone numbe

**- How can I be sure to place my order correctly?**

We advise you to choose the right box size first, and to consult the price list for details of sizes and frequently asked questions.

Once you've made your choice, leave us a message with your choice, quantities, delivery address and the best time for delivery.

We'll get back to you shortly with precise details, delivery times and any delivery charges....