

CONTACT US

Have a question? We're here to help. For any enquiries, please use the contact form on our website.

GENERAL TERMS OF SALE

1/ ORDER CONFIRMATION

By signing the purchase order at one of the G2MC Inc. stores (Maison Corbeil, Jardin de Ville, MUST, La Galerie du Meuble, Home Société), you are agreeing to the General Terms and Conditions of Sale. In addition to appearing in detail on the order, the General Terms of Sale are available on our website and in-store. The price invoiced is the one that is displayed and from which any discounts granted will be subtracted, if applicable.

2/ ORDER CANCELLATION

With the exception of products marked "final sale," you may cancel an order within three (3) days of purchase by contacting your sales advisor in-store or our customer service department. Where applicable, the total amount of the order will be refunded. After this time, all costs incurred in relation to the order must be paid to G2MC Inc.

3/ PAYMENT

G2MC Inc. accepts the following forms of payment: credit card (Visa, American Express or Mastercard), certified check, bank draft, cash, or wire transfer. No order will be delivered unless invoice has been paid in full at least three (3) working days prior to the delivery date.

4/ DEPOSITS

A minimum deposit of 40% is required for any order completed in-store. No order will be processed prior to the collection of the deposit.

5/ OVERDUE ACCOUNT

A fee of 2% per month (24% per year) will be added to any overdue account. If the customer defaults on the payment and it becomes necessary to refer the account to a collection agency or lawyer, the customer will be required to pay the amount due, which includes principal and interest, in addition to debt collection costs.

6/ FULFILLMENT TIME

G2MC Inc. is dependent on the delivery schedule of its suppliers. Products are offered subject to supply availability, and thus, within a non-guaranteed time frame. If a delay or stock shortage prevents the delivery of an ordered item within a reasonable time frame, G2MC Inc. will notify the customer in order to determine an appropriate solution. For Jardin de Ville "tailor-made" and special order products, an average **6-8 week** delivery timeline should be anticipated. Cushion orders ("made to measure" and "tailor-made") are expedited only after the peak season (between March-September), following full payment.

7/ DELIVERY

The accuracy of the delivery address and telephone numbers is the customer's responsibility. G2MC Inc. assumes no responsibility for any delay or failure to deliver as a result of incorrect or incomplete contact information. It is the customer's responsibility to ensure that the delivery can be made in adequate conditions, which includes but is not limited to: verifying the accessibility of the premises, clearing the area where the furniture will be placed, and validating the availability of the elevator, ramp or loading dock. The customer must notify G2MC Inc. of any issue(s) that could interfere with the successful delivery of the order. It is also the customer's responsibility to check the condition of the package at the time of delivery.

8/ SHIPMENT BY INDEPENDENT CARRIER

G2MC Inc. accepts no responsibility with respect to deliveries subcontracted to an independent carrier. Any delay in delivery after the merchandise has left our warehouse at the scheduled time will not be the legal responsibility of G2MC Inc. In such cases, no compensation will be granted. In addition, G2MC Inc. cannot be held liable in the event of a problem or dispute with an independent carrier (delay, strike, loss, damage, etc.). In such a case, the dispute must be resolved directly with the carrier concerned.

9/ DELIVERY AND INSTALLATION FEES

Unless otherwise specified, delivery and installation costs will be applied according to the rates in effect and according to the option chosen by the customer.

10/ CUSTOMER PICKUP

When picking up an order at the warehouse or in-store, the customer must ensure they confirm the opening hours, have their purchase order in hand and have paid the balance of their invoice beforehand. Upon taking possession of the item(s), the customer must verify the good condition of the product(s) and report any irregularity to G2MC Inc. personnel immediately; the customer must also inform personnel if the product received does not correspond to the product ordered (incorrect reference code, wrong colour, missing item, etc.).

11/ STORAGE FEES

Once notified the order is ready, the customer is responsible for coordinating pickup or delivery. If the order has not been collected within 30 days of notification, a monthly storage fee equal to 1% of the order value (or a minimum of \$150) will be charged to the customer. For orders placed at Jardin de Ville stores, **starting on September 30**, all orders which have not been delivered due to customer negligence will be subject to monthly storage fees, equal to 1% of the total value of the orders with a minimum charge of 150\$.

12/ RETURN, EXCHANGE AND REFUND POLICY

No exchanges or refunds are permitted for items marked "final sale," tailor-made items (any items that have been customized or made according to customer specifications), mattresses, duvets, pillows, cushions, bedding or textiles. The return or exchange of any other item will be accepted if requested within seven (7) days of delivery. After this period, G2MC Inc. will apply a return fee equal to a minimum of 25% of the value of the returned items. The item must be presented in its original condition and accompanied by an invoice. A credit or refund will be issued within five (5) to ten (10) business days of receipt of the item. Delivery charges are non-refundable.

13/ WARRANTY

G2MC Inc. offers various warranties on its products and asks customers to bring any problem concerning the quality of a product to its attention within seven (7) days of delivery. The warranty is limited to the replacement (identical product or one of equivalent value) or the repair of the item G2MC Inc. recognizes as defective. Items will only be replaced upon verification and approval by the manufacturer. The installation of garden furniture in regions exposed to big gusts of strong wind is not covered by the limited warranty. If this is the case, the buyer must inform the seller and according to certain conditions, the sale may be refused or again a note mentioning «high winds» must be specified. Additional ground fixtures could be necessary to solidify the structure though not covered by our warranty. Jardin de Ville will not be held responsible for any damages due to these types of climatic conditions.

14/ G2MC Inc. OWNERSHIP AND BRAND

In accordance with legal provisions, products manufactured or sold by G2MC Inc. remain the property of G2MC Inc. until payment has been made in full. All products are the intellectual, creative, artistic and commercial property of G2MC Inc. Any counterfeiting or attempted counterfeiting will result in legal action against the offender.

15/ PROTECTION OF PERSONAL INFORMATION

G2MC Inc.'s Policy and general practices are designed to comply with the Personal Information Protection and Electronic Documents Act of Canada (S.C. 2000, c. 5) and Respecting the Protection of Personal Information in the Private Sector Act of Quebec (R.S.Q., c. P-39.1). You can view the full privacy policy on our website.

Thank you for placing your trust in us; we hope that you will be completely satisfied with your order and that it brings you comfort and joy.