

Order Cancellation and Returns Policy

The manufacturing process of Aquaform Inc. lighting fixtures is always generated by the receipt of a customer order. This is, in effect, the starting point of the intricate planning, material procurement, and purchasing and production activities necessary to satisfy the completion of an order. Orders which are cancelled within 24 hours of placement will incur no penalty. In the case of order cancellation, for whatever reason, after 24 hours have elapsed, the customer will be liable for 30% of the order value.

The customer may, with prior approval from an Aquaform Inc. Director, return an order, or part of an order within 14 days of delivery to AQUAFORM Inc. As compensation for the return to Aquaform Inc., the customer will be liable for 40% of the order, or part order, value.

It is not possible to return orders for customized products which incorporate aluminum profiles, non-standard colours or finishes, or fixtures that have been produced to a customer's special order.