

Terms and Conditions

1. Payment Terms and Late Fees

- **Deposit:** A 50% deposit is required before the order is processed.
- **Accepted Payment Methods:**
 - **Interac e-Transfer:** To recevable@gorampe.com.
 - Question: Quote number?
 - Answer: [Enter number].
 - **Bank Transfer:** Please contact your representative or our billing department at recevable@gorampe.com to obtain our secure banking information. A transfer notice must be sent to us mentioning the client's name and the quote number.
 - **Credit Card:** Directly via the "Review and Pay" link included in the billing email.
 - **Cheque:** Payable to **Go Rampe Inc.**, mailed to: 1405, Thomas-Powers, Lévis, QC, G7A 0R1.
- **Payment Terms:** The total balance (100% of the invoice) is payable before delivery or installation, with the exception of government or institutional clients. Go Rampe Inc. reserves the right to suspend installation until full payment is confirmed.
- **Interest:** Any unpaid balance after the due date shall bear interest at an annual rate of 24% (2% per month), compounded monthly and calculated automatically.
- **Title to Goods (Ownership):** Go Rampe Inc. retains exclusive ownership of the products until full payment is received. In the event of non-payment, Go Rampe Inc. reserves the right to repossess the materials without notice, even if they are attached to a building. All recovery costs (shipping, dismantling, legal fees) shall be the exclusive responsibility of the Client.

2. Cancellations and Cancellation Fees

The Client acknowledges that the acceptance of a quote immediately mobilizes our resources and that custom-made products cannot be resold.

In accordance with Articles 2125 and 2129 of the *Civil Code of Quebec*, the following fees apply in the event of a cancellation (based on the total amount of the quote before taxes):

- **Before start of production:** No charge.
- **After start of production or inventory reservation:** 20% cancellation fee. If manufacturing has already begun, the actual value of the work performed shall be added to this indemnity.
- **Late cancellation (7 business days before delivery):** 25% cancellation fee.
- **Same-day cancellation or refusal of site access:** Cancellation fee of up to 50%.
- **Dismantling work:** If the merchandise must be unloaded and dismantled to be returned to inventory, additional labor time will be billed at the current hourly rate.

3. Execution and Deadlines

Delivery and installation dates are good faith estimates, unless a specific written agreement states otherwise. Go Rampe Inc. shall not be held liable for delays beyond its control (equipment failure, logistics, force majeure). A delay shall not justify a cancellation, a price reduction, or a withholding of payment, subject to the *Consumer Protection Act*.

4. Client Responsibilities

- **Site Preparation:** The installation site must be clear of obstacles (snow, furniture, debris). Any time required to clear the site will be billed at the current hourly rate.
- **Underground Obstacles:** The Client must disclose any underground installations (wires, conduits, sprinklers). Go Rampe Inc. declines all liability for damages to infrastructure not identified in writing.
- **Unforeseen Conditions:** Any obstacle or soil instability requiring additional materials or time will be billed as an extra (hourly rate and materials).
- **Permits:** The Client is exclusively responsible for obtaining all required municipal permits.

5. Post-Installation Services and Modifications

Any modification requested after the initial installation or any additional site visit caused by Client error (inaccurate measurements, inaccessible site) will result in additional travel and labor charges.

6. Warranties

Go Rampe Inc. stands behind the quality of its products and offers the following warranties to ensure your peace of mind and the durability of your installation:

- **Ramps (Aluminum Structure):** 5 years against manufacturing defects.
- **Third-party Products:** AccessRec (5 years), Hippocampe (2 years). Subject to the respective manufacturers' warranties.
- **Exclusions:** Misuse (motorized vehicles, overloading), installation by a third party, or natural ground shifting.

7. Marketing, Privacy, and Jurisdiction

- **Photography:** The Client authorizes Go Rampe Inc. to take photographs of the installation for promotional purposes. Go Rampe Inc. commits to protecting the Client's privacy by not publishing any personally identifiable information.
- **Governing Law:** This contract is governed by the laws of the Province of Quebec. Any dispute shall be handled exclusively in the judicial district of Quebec.