1.0 LIMITED WARRANTY

The hardware and mechanism manufacturer's warranty covers the parts for a period different from that offered by the iMural manufacturer. (up to 20 years on certain mechanisms such as Murphy Vancouver, consult the documentation supplied with the product). Refer to your designer/vendor for further details. The warranty does not cover cases of misuse of the product. Bed mechanism adjustment required by a mattress change is not included in the warranty. The warranty is no-transferable.

1.1 Warranty for parts and labor

The following extended warranty is offered only if the installation is carried out by specialist teams recommended by iMural. The installation costs grant the extended warranty. If the installation is performed by anyone else, a disclaimer will be required and will void this warranty. Our team will be happy to repair or replace any damaged part due to a manufacturing defect.

- Warranty on mechanisms: minimum of 2 years warranty on parts for normal use* of the bed. (Murphy vancouver 20 years, Murphy iMural 10 years, Italian 2018 & Italian Murphy 5 years, Pessotto & Cielo & Stella 10 years) and 3 years warranty on labor on so-called normal use* of the bed.
- Warranty on iMural brand mattresses: 10-year warranty against premature collapse on so-called normal use* of the product.
- Warranty on sofas/sofas/loveseats/ottoman: 5 years on so-called normal use* of the product.
- Warranty on hardware: 5 years warranty on parts and 3 years warranty on labor, on normal use* of the product
- Warranty on desks and joinery products: 3-year warranty on surfaces and mechanisms, parts and labor, on so-called normal use* of the product.

* so-called normal use: that the product can be used for the use for which it is normally intended. (As understood by the Office of consumer protection in Quebec)(https://www.opc.gouv.qc.ca/consommateur/sujet/garanties/application/application-legale/)

Exchanges / Returns / Cancellation Fees

No exchange or return is accepted after receipt of the goods. If a defect or breakage occurs during delivery/installation, contact customer service within 10 days of receipt. iMural guarantees the quality of the delivered products. Cancellation fees of 15% on the total price (before taxes) are applicable if the project is completely cancelled.

1.2 Displacement/Relocation

iMural reserves the right to revoke the warranty if the customer moves, moves or makes adjustments to the bed and/or mechanism himself. Technicians and installer companies referred by iMural are available for these services. You must contact us in order to have a quote for a move, the teams are reserved several months in advance.

1.3 Responsability

A claim for damages cannot exceed the price of the furniture. In the event of damage or other problems with the product, the buyer's maximum claim amount will be limited to the selling price of the product.

For any questions about a service request, adjustment or for a move, please contact customer service at 450-670-2002 (option #1) or by email at info@imural.ca

2.0 TERMS AND CONDITIONS OF PURCHASE

2.1 Modification de projet

During the confirmation of a project, certain changes can be made according to certain conditions and according to the lead times of each component. In general, no changes can be made 8 weeks before the delivery date. Any changes to the project (design, look, change in measurements, options, hardware, materials or other) required after the 8-week deadline will be subject to management fees of $250 per modification. Desks, sofas and ottomans cannot be changed or canceled 12 weeks before the delivery date and certain veneers and melamines have longer lead times. The delivery date may also be delayed following these changes.

All changes to the project are subject to restocking / return costs if the material has been ordered by iMural. If a change to the project is required, contact your designer to find out the development status of your project.

2.2 Produit sur-mesure:

A final plan will be mailed to you by your designer. You will be required to respond to this email to give your final approval of the plan. A hand signature on the plan is also acceptable. It is the responsibility of the customer to validate all the information present on the documents submitted for approval. Do not hesitate to contact your designer if you have any questions about this. We will not start the manufacturing process before receiving your approval. In the event of late customer approval, the installation date may be delayed.

2.3 Standard, promo or distributed product:

A plan and/or documentation will be sent to you by email and will be considered accepted upon receipt. It is the customer's responsibility to validate all information present on the documents sent and to notify us in the event of a change, error or omission within a reasonable time.

2.4 Confirm & plan a project

An amount of 50% of the project total, taxes included, must have been applied to the client account to confirm your project with iMural. This credit will be applied to the project upon final payment.

The times for installation announced by the seller are indicative and approximate. Confirmation of given time slot (usually 1 week) will be communicated to you no later than 4 weeks prior to the installation date by the iMural planning team. All given dates are conditional upon final plan approval and subject to change according to requests and/or additions to the project as well as delays caused by procurement from our suppliers. No compensation will be granted due to delays or change of date. Please address your requests and planning requests to the plant at 450-670-2002 (option #1) or at info@imural.ca

2.5 Installation date and final payment

Final payment for products and taxes must be made no later than 1 week before the delivery date. Our team will contact you with the delivery information (fixed date and time slot) and ask you if you wish to make a payment by credit card over the phone. If this is not possible, you will have to make a payment arrangement with our team to go to the store (interac, credit or cash) or have the amount in hand before receiving the goods (certified check or cash). If payment cannot be collected when the deliverers arrive, the equipment will not be delivered or installed and additional travel costs will be added to your project. Failure to pay can cause an installation delay of several weeks. iMural will retain full ownership of the goods sold until full payment by the buyer. Delivery and installation costs must be paid the same day of installation directly to the team present (see the installation section below). A copy of the invoice will be emailed to you when paid.

2.6 Project with measurement

Custom-made projects that involve elements of the installation environment (ceiling closures, wall-to-wall and others) require measurements to be taken by an iMural designer free of charge. The measurement must be carried out at least 9 weeks before delivery. During the site visit, it is necessary that the room be clear and secure. Access to electrical outlets and other architectural details must be free to measure their dimensions and positions. Renovations and modifications to the environment should be considered final for measurement. If subsequent work may change the specifications of your project, it is your duty to notify us as soon as possible. (eg: modification of the floor, addition of electrical outlets or heating unit, change of lighting, etc.) You may be charged an extra charge if the information is not sent to iMural in time or if the designer has to move a second time. Refer to your designer to find out the deadlines and deadlines for your project.

Upon approval of the final plan, it is the customer's responsibility to validate the dimensions in relation to the installation environment. . It is possible to modify these documents without being penalized if the deadlines mentioned above are respected. Some changes do not affect the cost of the project, others may increase or decrease the final price of the project. An updated invoice will be sent to you, if necessary, at the same time as the approval of the final plan.

2.7 Project without measurement

Most standard and promo projects do not require measurement. A project installed and leaning against a wall that does not affect side walls, ceilings or architectural details will not be measured by the iMural team. It is the customer's responsibility to validate that the space between the floor and the ceiling is sufficient (project height and 3'' more), as well as the clearance for the openings, are free of obstacles (wall, column , ceiling, furniture, door or other). Refer to your plan for this information or consult your designer/vendor.

Depending on your location, regulations may be in effect to govern certain aspects of your installation (such as access to electrical outlets, electrical panel, water valve, or other). It is the customer's responsibility to ensure that these regulations are complied with. Consult your project plan or designer to validate the measures that may cause you a problem.

If access to the room is restricted (angled staircase, low ceiling, small lift, basement), it is often possible to deliver the bed front in two pieces (depending on the concept and design). You must notify your designer/vendor as soon as possible to arrange for assembly of the facade on site. A fee of $100 is to be expected for a measurement or by the installation team (minimum 1 hour) if the bed front must be disassembled.

3.0 LIVRAISON ET INSTALLATION

3.1 Frais de livraison et d'installation

Delivery and installation costs are to be expected for all projects including a mechanism. These costs are not included in the sale price shown on the invoice issued by iMural. Installations carried out by teams of specialist installers recommended by iMural grant the extended warranty. Fees are payable directly to the installation company on the day of the work. Accepted methods of payment are: check, electronic interac transfer or cash.

If the installation is not carried out by specialists referred by iMural, a waiver of liability must be signed upon receipt of the goods. An inspection must be carried out on site when taking possession. (refer to the document "installation by the customer") Thereafter, no claim on the inspectable condition of the goods will be accepted. No support or installation instructions will be provided by iMural. However, if you need a service technician to travel, service costs, travel costs and parts will be invoiced and payable directly to the technician on site on the day of the service. ($100/h will be required by the technician, minimum 1h plus travel expenses). A receipt and a copy of the invoice will be given to you on site or by email. (In case the buyer installs the bed himself)

3.2 Préparation

The space and access must be clear and ready for the reception of the products. Furniture and mattresses cannot clutter the workspace. iMural or the installation company does not dispose of the client's belongings and old mattresses.

The preparation and protection of the environment will be ensured by the installation team. If you consider having to put on additional protection, you must protect your floors, stairs, elevator mirrors, carpets or other floor coverings. Floors, walls and ceiling must be finished/installed. It is required to have access to electricity nearby.

An additional fee of $100/h will be charged by the installation team (minimum 1 hour) for any space preparation work, movement of goods or work that is not included in the quote issued by iMural.

3.3 Ascenseur

When the place of installation requires the use of an elevator, it is the customer's responsibility to notify the building administration in order to reserve it and protect it. If access to the control key delays the delivery/installation process, an additional fee of $100/h will be charged by the installation team (minimum 1h).

3.4 COVID-19

The vaccination status cannot be requested from installers. If wearing a mask, cleaning hands or any other clothing is required, the customer must provide the necessary sanitary products to the installers.

3.5 Material breakage

In the event of breakage of property or damage to the customer, the installers have insurance that covers breakage and accidents. If the products sold by iMural are damaged or defective during delivery and installation by the referred team, iMural undertakes to repair or replace the products. The installation company and iMural are responsible for all damage to material and possession of the customer, with supporting evidence. After a period of 10 days following installation, the product will be deemed to have been received in satisfactory condition. Any claims made after this time will need to be submitted for warranty evaluation.

3.6 Wall and installation surfaces

A minimum 3 inch thick wall with internal structure is required to install a floating/freestanding wall bed or desk, anchors will be provided by the installation company. Properly fixing a bed to the wall is essential for safety reasons. It is the client's responsibility to notify iMural if the wall(s) is concrete or other non-conventional material in order to provide for the appropriate anchoring. iMural must be notified of the presence of electricity or plumbing that is in the wall where we must anchor.

It is not possible to install a bed or cabinets on a wall of ceramic, stone, terracotta or with relief surfaces. Walls built of wood slats (usually 1970 and earlier) are not always strong enough to install a project. For walls including sliding doors (pocket-door) or any other situation where it is not possible to attach to the back wall of the bed, additional costs are to be expected for this type of installation. Consult your dealer/designer for this information.

If no supports can be identified in the wall, the installation team will have to open (cut) a section of the wall to validate the construction and the position of the supports. iMural and the installation company will not repair and finish this opening (plaster and paint).

3.7 Electrical products

All electrical products sold by iMural are supplied with a cord-and-plug. The installation company will never make a connection in a junction box or any other work that requires a quarter of an electrician's trade (reference RBQ). It is the customer's responsibility to supply any extension cords, power bars, TV cables, HDMI cables or audio cables of sufficient length (15 feet) that will be required before the start of the installation.

3.8 In case of a glitch

If the installation company travels to the location and delivery and/or installation is not possible for any reason, travel costs will be charged by the installation company, at their discretion. Additional delays are to be expected to reschedule the installation.

3.9 Service et réparation

Service technicians as well as installer companies referenced by iMural are available to perform services. You will need to send documentation to support your service request by email to info@imural.ca. Photos with a description are required before you can schedule a service. Please provide your phone number, email address, invoice number, original customer name and original shipping address with your request. The planning team will contact you to schedule and confirm a date.

4.0 WARNING ON USE OF THE PRODUCT

4.1 Use of the bed

The bed must be securely fixed to the wall according to local standards. Never open a bed that is not fixed to the wall, it is a danger of injury. The legs must always be open or unfolded before placing the bed on the ground, otherwise there is a risk of damaging the mechanism. When closing the bed, the tab must be folded down to avoid damaging the mechanism and the bed box.

Spring mechanisms should be closed daily to maintain tension and durability. If the mechanism is misused without being closed for a long period, the front will not close properly and may be a danger of accidental opening resulting in injury and breakage. Refer to the manufacturer's warranty document included with your product for details of parts coverage in these types of damage. iMural does not cover parts and service for this type of abuse.

Certain parts of the hardware, such as the folding legs or the hinges, may need periodic adjustment by the user by tightening the screws and bolts.

An accumulation of cushions, accessories, sheets or pillows in the bed box can prevent the front from closing properly and could be a danger of accidental opening causing injury and breakage.

iMural reserves the right to revoke the warranty upon misuse. Parts and services related to the misuse described above (but not limited thereto) are not covered by the iMural warranty.

4.2 Mattress

iMural is not responsible for the compatibility of your mattress with bed systems. Consult the manufacturer of your mattress to confirm that it is designed to be stored upright. Use of an inadequate mattress will be considered misuse and iMural reserves the right to revoke the warranty.

In general, conventional spring mattresses tend to deform if stored upright, especially if the support surface is partial such as in the majority of bed systems. Mattresses with a memory-foam top layer tend to shift the center of gravity and cause the bed to deform in the bed box when closed. This may permanently deform the mattress. An inadequate mattress may come out of the base of the base and get stuck in the box, preventing the opening of the mechanism.

The weight of the mattress will have an impact on the ease of handling of the front. The heavier the mattress, the more it will tend to fall on its own when opening and be difficult to close. There is a limit to what the mechanisms can provide in terms of effort. It is suggested, for most spring mechanisms, not to exceed 60 lbs (27 Kg). Some materials, such as natural latex, futon or viscose have a weight that is considerably above the acceptable limit. Check with your designer/vendor to find out the details of your mechanism.

Some mechanisms have limitations on the thickness of compatible mattresses. The basic murphys, for example, have a limit of 9” total for the mattress. Check with your designer/vendor to find out the details of your mechanism.

Some mattresses come compressed in a vacuum bag. It is suggested to let it expand for 24-48 hours before standing or using. Also ventilate the room well.

iMural and the installation companies do not deal with the disposal of old mattresses or other property of the customer.

Thank you for trusting iMural