Canada Service Centers
Window Film Standard Dealer Terms & Conditions
Madico Canada® ULC. Automotive, Architectural, Safety & Security Window Film Products
Revised November 1, 2024

1. All orders will be accepted or rejected by Madico Canada.

2. All prices are quoted in CDN Dollars. Merchandise will be billed at Madico's current price on the day of shipment, unless specifically agreed otherwise in writing.

3. All orders must be pre-paid by buyer via E-transfer or credit card. Check acceptance and payment terms are acceptable after pre-approval by Madico's finance department prior to sale.

4. Sales tax must be charged on all shipments if the buyer resides in a Madico taxable jurisdiction and there is no resale tax exemption certificate on file.

5. All orders more than $10,000 must be accompanied by a written/email P.O.; said P.O. must have the quantity, product, cost, ship to address, shipping instructions, payment terms and buyer's signature.

6. Any films purchased during a sale or with special pricing are not eligible for return - all such sales are final. All sales on tools and accessories are final.

7. Film Roll Downs and Slitting:

   a. Automotive film roll downs are available in 25' increments.

   b. Architectural film and Exterior film roll downs are available in 25' increments.

   c. Safety film under 8mil roll downs are available in 25' increments.

   All heavy gauge films over 8 mil are sold in full rolls. No roll downs available.

   d. All roll downs are subject to a $20 roll down/re-boxing fee.

   e. Slitting (or cutting) charge is free for the first and $5 thereafter. Slits with re-box are $20 each. Cutting variances may be up to 1/8 inch (i.e., 18" variance 17 7/8 to 18 1/8).

8. Endurance Car Care Products- Dealers and distributors of Madico® Endurance Car Care must follow all instructions for the use of each product. Before use, they are required to thoroughly review the Endurance Car Care Product Guides, available online at Madico.com. Users understand that certain products have specific applications, and improper use may lead to damage. It is the dealer's responsibility to verify product compatibility before each application.

9. Coating Applications on Approved Madico® Automotive Films - In addition to the Madico® Film and Endurance Car Care Product Guides, users acknowledge that applying non-Madico® Endurance Car Care coatings of any kind to any approved Madico® automotive films (PPF, Clearplex, WPF, Window Film, etc.) will void the original warranty for those films. Accordingly, users acknowledge and agree to consult the specific Product Warranty terms before product installation or post-installation treatment.

10. Orders will ship same day from Madico Service Centers if ordered by 2 pm for roll downs and slits and 2:30 pm for full rolls.

11. Freight:

a. Madico uses FedEx as primary carriers. It is the buyer's choice on which carrier they choose. Contact your local Service Center for alternate carriers, including same day.

b. Madico assumes no responsibility for carrier delay after having made delivery in good order to the carrier. Madico assumes limited responsibility for damage or loss. We will be glad to render all possible assistance in securing satisfaction of all claims with carriers.

c. All freight will be paid by the buyer unless otherwise agreed. Shipping for orders over $1,200.00 before tax is free.

d. Pick up service is available at our Oakville, ON / Richmond, BC Service Centers Monday – Friday 8.30 am to 4:30 pm. Service Centers are closed on most national holidays.

12. Returns - Non-defective film returns must be full rolls only, said film must be in sellable condition and purchased less than 6 months prior to return. All non-defective returned film is subject to a 15% re-stocking fees and applicable shipping costs.

13. Warranty Claims:

a. Dealer expressly agrees to be bound by the provisions, restrictions, and remedies stated in Madico 's Limited Warranty. A copy of which is available upon request and on brandhub.madico.com and shopmadico.com. Buyer assumes all risk and liability for results obtained using the product or products either alone or in combination with other products.

b. Defective box film return claims must be submitted within 1 year of invoice date.

c. Credits will be given for defective box return when they are received and validated by Madico management.

d. All re-installation warranty claims must be submitted within 30 days of installation.

14. Product availability and pricing are subject to change at the discretion of Madico. Prices, quotes, specifications, terms and all statements in Madico communications are subject to change without notice.

15. Madico's acceptance of buyer's purchase order creates a contractual agreement pursuant to the terms herein, which shall be construed according to the laws of appropriate province in Canada, notwithstanding conflict of laws principles. Madico and Buyer irrevocably accept that venue for any action arising under this contract exclusively lies in Oakville, ON Canada.