

Terms & Conditions - Ontario Decor

Last Updated: September 25, 2025

Welcome

Welcome to Ontario Decor! These Terms and Conditions govern your access to and use of our website, including all business purchases and transactions made through it. By using this site, you agree to these Terms and our Privacy Policy.

1. Use of the Site

You must be at least 18 years old and an authorized representative of a business to register or place orders on Ontario Decor. By accessing or using our website, you agree to:

- Provide accurate and current business and account information.
- Be responsible for safeguarding your account credentials.
- Use the site strictly for legitimate business purposes.
- Not engage in any fraudulent, unlawful, or abusive activities.

We reserve the right to suspend or terminate accounts that violate these Terms or are suspected of fraudulent activity.

2. Orders & Payments

- All prices are listed in Canadian dollars (CAD) and are exclusive of taxes, duties, and shipping, unless otherwise stated.
- Payment Terms:
 - Orders must be paid in full before shipping unless a credit agreement has been approved in writing.
 - Approved invoiced accounts must settle payments within 15 days of the invoice date.
 - Late payments are subject to a 1% monthly interest fee.
- We reserve the right to refuse, cancel, or adjust orders in cases of incorrect pricing, insufficient stock, or other unforeseen issues.
- Bulk and custom orders may require a non-refundable deposit prior to processing or shipment.

3. Returns, Refunds & Cancellations

Please place orders carefully:

- No returns or refunds are offered for change of mind or overstock issues.
- Damaged or defective goods must be reported within 7 business days of delivery, with clear photos provided.
- If a product is confirmed to be defective, we will provide a replacement or store credit, at our discretion.
- Cancellations for non-defective orders may be approved before shipment, subject to a cancellation fee.

4. Shipping & Risk of Loss

- Orders are shipped using standard commercial carriers or freight services.
- Risk of loss transfers to the buyer once the order is handed over to the carrier.
- Buyers are responsible for shipping costs, customs duties, and import fees, unless otherwise agreed in writing.
- Ontario Decor is not responsible for delivery delays caused by carriers, customs clearance, or events beyond our control (force majeure).

5. Pricing, Availability & Product Information

- We strive to maintain accurate product details, including descriptions, images, and pricing.
- Pricing and availability are subject to change without notice.
- If a pricing error is discovered after an order has been placed, Ontario Decor reserves the right to cancel the order or contact you to confirm revised pricing before fulfillment.

6. Intellectual Property

All content on this site - including product names, designs, images, and descriptions - is the exclusive property of Ontario Decor or its licensors.

Customers may use approved images and marketing materials only for promotion of Ontario Decor products. Unauthorized copying, reproduction, or distribution is strictly prohibited.

7. Confidentiality & Business Conduct

Any pricing, discounts, or business information provided to you is strictly confidential. You agree not to disclose, reproduce, or distribute Ontario Decor's proprietary information to third parties, including competitors.

8. Fraud & Security

All orders are subject to fraud prevention and security checks.

Fraudulent activities may be reported to authorities, and you may be held liable for any legal or financial damages resulting from fraud associated with your account.

9. Warranties & Limitations of Liability

- Ontario Decor provides products "as is," without express or implied warranties beyond those required by law.
- Our liability for defective products is limited to the replacement or credit of the affected product.
- Ontario Decor is not liable for indirect, incidental, or consequential damages, including loss of profit, resale opportunities, or data.
- Total liability for any claim shall not exceed the total value of the affected order.

10. Governing Law & Dispute Resolution

These Terms are governed by the laws of Ontario, Canada. All disputes shall be resolved exclusively in the courts located in Ontario.

Both parties agree to attempt informal resolution through direct communication before pursuing legal action.

11. Changes to Terms

We may update these Terms and Conditions at any time. Changes will take effect immediately upon posting on our website. Your continued use of Ontario Decor constitutes acceptance of the updated Terms.

12. Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions will remain in full force and effect.

Contact Information

Ontario Decor Customer Service
Email: orders@ontwall.com
Phone: 416-593-4519
Website: ontwall.com