



WARRANTY



Warranty description

Béton Bolduc (hereinafter “Bolduc”) provides a transferable lifetime warranty on the structural integrity of its pavers, slabs and retaining walls for residential use. The warranty covers normal use of the materials. It covers abnormal deterioration resulting from the use of sodium chloride (NaCl) as well as cracks or breakage related to defective construction of the items during production.

Bolduc warrants that the conformity of its concrete pavers, slabs, and wallstones meets the latest industry standards in force in Canada and the U.S. All landscaping products produced by the company comply with the appropriate standards established by the Canadian Standards Association (CSA), ASTM (American Society for Testing and Materials), and BNQ (Bureau de normalisation du Québec). These standards are considered to be the most stringent in the world.

Warranty exclusions

The warranty does not apply to spalling or other disintegration resulting from abnormal overloading, stress, or abrasion, or to deterioration caused by installation that does not conform to standards in force or trade practices.

The warranty also does not apply to impacts caused by compaction or snow removal equipment. Bolduc recommends the insertion of a Teflon plate between compaction equipment and the paver surface to prevent any scraping. In addition, all snow removal equipment must be equipped with proper blade guards and must not scrape the paver surface. This warranty does not apply to damage resulting from natural disasters or negligence of the buyer, building owner, installer, or any third party.

The warranty does not cover efflorescence, white crystals that may accumulate on concrete surfaces, which do not compromise the structural integrity of the product in any way. Efflorescence may disappear over time because of weather, or an efflorescence cleaner may accelerate the process. We cannot be held responsible for this normal phenomenon, which affects all types of concrete (c.f. CBD-2 of the National Research Council Canada or technical specification no. 5 of the Interlocking Concrete Pavement Institute [ICPI]).

Bolduc assumes no responsibility for incorrect application of polymeric sand or any claims of that type. Please contact the polymeric sand manufacturer.

Warranty application

Bolduc, through its distributor, will provide new pavers, slabs and retaining walls free of charge to replace those covered by the terms of the warranty, after it has conducted an inspection of the product.

Warranty validity

The warranty enters into force once the enclosed form has been completed and returned to your Bolduc product representative at the store where you made your purchase. All claims must be accompanied by proof of purchase (an invoice, delivery receipt, and pallet identification sticker used at delivery).

Warranty transferability

The warranty is transferable provided that valid proof of purchase and the Bolduc warranty form are presented.