

TERMS & CONDITIONS

Last Updated: August 2026

Welcome to the Trellidor Canada website.

These Terms & Conditions govern your access to and use of the Trellidor Canada website, including any information, content, features, products and services made available through the website.

By accessing or using this website, you agree to these Terms & Conditions. If you do not agree with these terms, please do not use the website.

1. ABOUT TRELLIDOR CANADA

Trellidor Canada provides security products and solutions in Canada, including physical security barriers and related products.

References in these Terms & Conditions to "**Trellidor Canada**," "**Trellidor**," "**we**," "**us**," or "**our**" refer to Trellidor Canada.

Our contact information is:

Trellidor Canada

17A-218 Silvercreek Pkwy. N.

Suite #113

Guelph, ON N1H 8E8

Canada

Email: info@trellidorcanada.com

Telephone: 519-500-3679

2. USE OF THIS WEBSITE

You may use this website for lawful purposes and to obtain information about Trellidor Canada, our products, services, dealers and installers.

You agree not to:

- Use the website for any unlawful or fraudulent purpose.
- Attempt to gain unauthorized access to the website, its servers, systems or networks.
- Introduce viruses, malware or other harmful technology.
- Interfere with or disrupt the operation or security of the website.
- Use automated systems, scraping tools or similar technologies to extract website content without our prior written permission.
- Copy, reproduce or commercially exploit website content except as expressly permitted by these Terms & Conditions.
- Use the website in any manner that infringes the rights of Trellidor Canada or any third party.

We reserve the right to restrict or terminate access to the website where we reasonably believe these Terms & Conditions have been violated.

3. WEBSITE INFORMATION

Trellidor Canada makes reasonable efforts to ensure that information presented on this website is accurate and current.

However, product specifications, descriptions, photographs, dimensions, colours, availability, pricing and other information may change from time to time.

Images displayed on the website are intended for general illustration and informational purposes. Actual products, finishes, colours, configurations and installations may differ from those shown.

Information provided on the website should not be considered a substitute for a site assessment, consultation, quotation or other professional recommendation where one is required.

Trellidor Canada reserves the right to correct errors or omissions and to update or modify website content at any time without prior notice.

4. PRODUCT INFORMATION

Product information provided on the website is intended to provide a general overview of Trellidor products and security solutions.

The suitability of a particular product may depend on several factors, including the property, opening, structure, measurements, installation environment, intended use and security requirements.

Not all products, configurations, finishes or options displayed on the international Trellidor website or other Trellidor materials may necessarily be available in Canada.

You should confirm product availability, specifications and suitability with Trellidor Canada or an authorized Trellidor dealer or installer before making a purchase decision.

5. REQUESTS FOR QUOTATIONS

Submitting a contact form, requesting a quotation or otherwise contacting Trellidor Canada through this website does not create a binding contract for the purchase or installation of any product or service.

Any quotation provided following an inquiry may be subject to:

- Confirmation of measurements.
- A site inspection or assessment.
- Product selection and availability.
- Installation requirements.
- Applicable taxes.

- Delivery or transportation costs, where applicable.
- Additional work or materials identified during the assessment process.
- Specific terms contained in the quotation, order or installation agreement.

A binding agreement will only arise once the applicable quotation, order, contract or other agreement has been accepted in accordance with its terms.

6. AUTHORIZED DEALERS AND INSTALLERS

Trellidor products may be supplied, quoted, sold and/or installed by independent authorized dealers, distributors or installers.

Where you request information or a quotation through the Trellidor Canada website, we may refer your inquiry and relevant contact information to an appropriate authorized dealer, installer or representative so that they can contact you regarding your request.

An authorized dealer or installer may operate as an independent business and may have its own quotation, payment, cancellation, installation and service terms.

Where your agreement is directly with an independent dealer or installer, that agreement may be separate from your relationship with Trellidor Canada.

Nothing in these Terms & Conditions is intended to limit any responsibility Trellidor Canada may have under applicable law.

7. PRICING

Unless specifically stated otherwise, information or pricing displayed on this website is provided for general informational purposes and may be subject to change.

Final pricing may depend on factors such as product specifications, dimensions, configuration, finish, site conditions, installation requirements, location, labour and applicable taxes.

A formal quotation provided by Trellidor Canada or an authorized dealer or installer will specify the applicable price and terms for the proposed work.

Where there is a discrepancy between general pricing or promotional information on the website and an accepted written quotation or agreement, the terms of the applicable quotation or agreement will govern, subject to applicable law.

8. ORDERS AND PAYMENT

Where products or services are purchased directly from Trellidor Canada, payment terms will be specified in the applicable quotation, invoice, order confirmation or agreement.

Where products or installation services are purchased from an independent authorized dealer or installer, that dealer or installer's applicable payment terms may apply.

All applicable taxes will be charged as required by law.

9. INSTALLATION

Certain Trellidor products require professional measurement and installation.

Customers are responsible for providing reasonable access to the installation location at the agreed time and for advising the installer of any known conditions that may affect installation.

Installation may be affected by site conditions that cannot reasonably be identified until the property or installation area is inspected.

Any additional work, modifications or costs required as a result of unforeseen site conditions will be discussed with the customer where applicable before additional chargeable work is undertaken.

10. PRODUCT WARRANTIES

Certain Trellidor products may be covered by a manufacturer's or other applicable warranty.

The duration, coverage, exclusions and conditions of a warranty may vary depending on the product and installation.

Where applicable, warranty information will be provided with the product, quotation, purchase documentation or installation agreement.

Warranties may be subject to conditions including appropriate installation, use, maintenance and care of the product.

Nothing in these Terms & Conditions limits any warranty or consumer right that cannot legally be excluded or limited under applicable Canadian or Ontario law.

11. SECURITY PRODUCTS

Trellidor products are designed to enhance physical security and help reduce security risks.

However, no physical security product or system can guarantee that unauthorized entry, theft, property damage, personal injury or other criminal activity will never occur.

The effectiveness of a security solution may depend on factors including the product selected, installation, property construction, maintenance, use and circumstances of an attempted breach.

Statements regarding product strength, security performance or testing should be understood in the context of the applicable product specifications and testing standards.

Trellidor Canada does not represent that the installation of a Trellidor product will eliminate all security risks.

12. INTELLECTUAL PROPERTY

Unless otherwise stated, the content of this website, including text, graphics, photographs, videos, product images, designs, logos, trademarks, trade names and other materials, is owned by or licensed to Trellidor Canada, Trellidor or its affiliated companies and is protected by applicable intellectual property laws.

You may view and download website content for your personal, non-commercial use.

You may not reproduce, modify, distribute, republish, display, sell, license or commercially exploit website content without prior written authorization from Trellidor Canada or the applicable rights holder.

The **Trellidor** name, logo and associated product names and trademarks remain the property of their respective owners.

13. THIRD-PARTY LINKS

This website may contain links to third-party websites, social media platforms or other online resources.

These links are provided for convenience only.

Trellidor Canada does not control and is not responsible for the content, availability, security, accuracy or privacy practices of third-party websites.

Your use of third-party websites is subject to the terms and policies of those third parties.

14. PRIVACY

Your use of this website is also subject to the **Trellidor Canada Privacy Policy**.

Our Privacy Policy explains how we collect, use, disclose, retain and protect personal information when you interact with us or use our website.

By using the website or submitting information to Trellidor Canada, you acknowledge that your personal information will be handled in accordance with our Privacy Policy and applicable Canadian privacy legislation.

15. ELECTRONIC COMMUNICATIONS

If you provide your email address, telephone number or other contact information, we may use it to respond to your inquiry, provide requested information, administer a quotation or customer relationship, or otherwise communicate with you as permitted by law.

Where required, promotional or commercial electronic communications will be sent in accordance with applicable Canadian anti-spam legislation.

You may unsubscribe from promotional electronic communications using the unsubscribe mechanism provided in the communication or by contacting us.

16. WEBSITE AVAILABILITY

We aim to keep the website available and operating properly but do not guarantee uninterrupted or error-free access.

The website may occasionally be unavailable due to maintenance, technical problems, updates, security issues or circumstances outside our reasonable control.

We may modify, suspend or discontinue any portion of the website at any time.

17. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Trellidor Canada will not be liable for indirect, incidental, special or consequential damages arising solely from your use of, or inability to use, this website.

Trellidor Canada is not responsible for loss or damage caused by viruses, malicious software, third-party websites or other matters outside our reasonable control.

Nothing in these Terms & Conditions is intended to exclude or limit liability that cannot legally be excluded or limited under applicable Canadian law.

18. INDEMNIFICATION

To the extent permitted by applicable law, you agree to indemnify and hold Trellidor Canada and its affiliates, officers, employees and representatives harmless from claims, losses or expenses arising from your unlawful use of the website or your material violation of these Terms & Conditions.

This provision does not apply to the extent that a claim results from the negligence or unlawful conduct of Trellidor Canada.

19. CONSUMER RIGHTS

Nothing in these Terms & Conditions is intended to waive, restrict or exclude any rights or remedies available to consumers under applicable Canadian or Ontario consumer protection legislation.

Where these Terms & Conditions conflict with a mandatory provision of applicable consumer protection legislation, the mandatory provision will apply.

20. CHANGES TO THESE TERMS & CONDITIONS

Trellidor Canada may update these Terms & Conditions periodically to reflect changes to our website, products, services, business practices or applicable legal requirements.

The most current version will be posted on this website with the date it was last updated.

Your continued use of the website after updated Terms & Conditions are posted constitutes acceptance of the revised terms to the extent permitted by applicable law.

21. SEVERABILITY

If any provision of these Terms & Conditions is determined to be invalid, illegal or unenforceable, the remaining provisions will continue in full force and effect.

22. GOVERNING LAW

These Terms & Conditions are governed by the laws of the **Province of Ontario** and the applicable federal laws of Canada.

Subject to any rights or remedies available under applicable consumer protection legislation, disputes relating to these Terms & Conditions or use of this website will be subject to the jurisdiction of the courts of Ontario.

23. CONTACT US

If you have questions about these Terms & Conditions, please contact:

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