

## TERMS & CONDITIONS

### Taxes

Prices quoted exclude all taxes. All taxes will be charged unless a PST exemption form has been supplied, where applicable.

### Product Changes, Substitutions, and Errors

Descriptions and illustrations in this catalogue are based on the best information available at the time of publication. Although every effort has been made to ensure accuracy, specifications are subject to error. Manufacturers' specifications may change or products may be discontinued without notice.

### Payment Terms

Net 30 days, subject to credit approval. \$50.00 minimum order applies, prior to taxes. Invoices not paid by the due date are subject to late payment charges.

### Delivery Terms

Delivery charges will apply for all orders under \$200.00. Orders of \$200.00 or more will be prepaid in the GTA and York Region areas. Delivery outside this area is subject to applicable freight charges. Express delivery is available at an additional cost. Dangerous goods shipping charges are extra, when applicable.

### Return Goods Procedure

Goods may not be returned without our consent. Requests must be made within 15 days of receipt of goods. An "RGA" (Return Goods Authorization) number will be issued upon acceptance of your request for return and must accompany all goods returned to us.

Do not ship goods back to us collect. Collect shipments will be refused. Please follow the instructions on your "RGA" form. Your request will be assessed as quickly as possible. You should hear from our representatives within 48 hours of receipt of your request.

Re-stocking charges apply. This will be waived if it is determined, upon investigation, that you or your company was not responsible.

Credit will not be issued if the product is not returned to us in its original, unmarked, resellable condition.

No returns on special order or custom products.



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