

- TERMS:** **Net 30 Days.** Interest will be charged on overdue amounts at the rate of 1.25% (15% per annum).
- FREIGHT POLCY:** Qualifying orders for prepaid shipping (excluding GST/HST)
- **\$1,000 Net\*** **Toronto and Montreal**
  - **\$,2000 Net\*** **All major cities in Ontario, Quebec, Manitoba, Saskatchewan, Alberta, British Columbia, Nova Scotia, New Brunswick, P.E.I and Newfoundland**
- Orders that do not qualify for prepaid shipping will be shipped the most cost effective method via one of our preferred carriers or couriers and freight cost billed to the receiver. **There will be \$20 administration fee if an alternative carrier or courier is requested.**
- \* Prepaid shipping does not include acces-sorial charges such as appointments, inside delivery, tailgate, redelivery, detention time, etc. Any additional charges incurred will be billed to the receiver.
  - \* Third Party or direct ship orders do not qualify for prepaid shipping, contact your sales representative to discuss available freight terms.
- RETURNS:** Returns will not be accepted without authorization from our office. An RGA (Returned Good Authorization) number must be obtained prior to any return. Goods returned without an RGA will be refused. **All returns are subject to a 20% administration charge where applicable.**
- SPECIAL ORDERS:** All articles made to order, or non-stock items specially ordered, will not be accepted for return or exchange. **The turnaround time for SPECIAL ORDERS that are NOT STOCKED items is FOUR (4) weeks.**
- PRICES:** Prices are subject to change without notice. Back orders will be shipped at the prices prevailing at the time of shipment.
- DAMAGES / SHORTAGES:** Merchandise damaged in transit must be claimed immediately with the carrier. Ceramics should be checked immediately for possible damage and a claim made with carrier. Overage or shortage in number of boxes or crates must be claimed with carrier. In all aforementioned instances, notation must be made on the Freight Bill at time of signing. All other discrepancies must be reported to us **IN WRITING** within 2 DAYS of receipt of shipment.
- TAXES:** GST/HST extra.
- MINIMUM ORDER:** **Orders under \$200.00 net will bear a \$20.00 Handling Charge.**
- ACCEPTANCE:** Receipt of our Price List does not constitute an offer to sell.
- ERRORS AND OMISSIONS:** We are not responsible for printer's errors or omissions.

