

# TERMS AND CONDITIONS OF SALE



1. All accounts are sold C.O.D. certified cheque, cash, credit card or e-transfer only.
2. Net 30 Days (approved accounts only). Credit must be applied for on our credit application form.
3. A service charge of 2% (two per cent) per month will be assessed on past due accounts.
4. Delinquent accounts over 60 days will be placed on credit hold, and may revert to COD terms.
5. There will be a \$45.00 Service Charge for returned cheques.
6. All discrepancies on shipment MUST be reported immediately.



## PRICING

1. Prices and specifications are subject to change without notice.
2. All prices are NET prices. Effective prices shall be those on most current price list.
3. GST/HST is applicable on all merchandise.
4. Minimum order is \$25.00 for Net 30 day accounts. or small order fee will be applied.



## CREDIT CARDS

1. VISA, MASTERCARD and AMEX credit cards are accepted.
2. Visa, Mastercard – Minimum \$50.00 or a small order fee of \$5.00 will be applied to the invoice.
3. Amex – Minimum \$100.00 or a small order fee of \$10.00 will be applied to the invoice.
4. Credit cards are not accepted on Net 30 day accounts once terms have been extended.



## FREIGHT

1. All goods are shipped F.O.B. Canadian Engravers Supply, prepaid and charged. unless specifically noted.
2. Otherwise shipping and handling charges will be added to the invoice.
3. All courier freight collect orders under \$500.00 are subject to a small handling/packing fee.



## GOODS DAMAGED IN TRANSIT

1. The customer is responsible to check all parcels received for any damages by freight carrier.
  2. If damages occur, the customer is to advise the carrier upon receipt of the goods and sign for the goods as damaged or subject to inspection.
  3. Keep all packaging, and advise our office immediately for claim instructions.
- NOTE: Carriers will refuse any claim if they are not advised immediately (within 48 hours).



## RETURNED GOODS

1. CUSTOM FABRICATED, NON-STOCK ITEMS, MACHINES, AUXILLARY EQUIPMENT AND PARTS ARE NOT ELIGIBLE FOR RETURN. ALL ARE FINAL SALES.
2. Stock items are not eligible for return after 30 days.
3. Merchandise returns require a return goods authorization number. When calling, notify our Customer Service Department with product number and our invoice or packing slip number.
4. A credit will be applied to the customer's account for returned goods, provided products are in the original packaging and are received in good condition. No refund cheques are issued.
5. Credits will not be refunded to credit cards, only applied to the customers accounts for use on next order.
6. Eligible returned goods are subject to 15% restocking charge, with a minimum charge of \$25.00.



## WARRANTY / DISCLAIMER

The following warranty is in lieu of all warranties expressed or implied and covers all products sold by Canadian Engravers Supply Company Ltd. SPECIACALLY, SELLER AND MANUFACTURER DISCLAIM WARRANTY OF MERCHANTABILITY OF OR FITNESS FOR A PARTICULAR PURPOSE and manufacturers/sellers only obligation shall be to replace such quantity of the product proved to be defective. Neither seller nor manufacturer shall be liable for any injury, loss or damage, direct or consequential, arising out of the use of, or the inability to use the product. Before using, user shall determine the suitability of the product for his intended use and User assumes all risk and liability whatsoever in connection therewith. The foregoing may not be altered except by an agreement signed by officers of sellers and manufacturers.

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