



POLICIES AND TERMS

- TERMS:** Net 30 days from the date of invoice unless otherwise specified.
- INVOICES PAST DUE:** A 1 1/2% Per Month Finance Charge will be assessed on all invoices due over 30 days.
- PRICES:** Prices are Canadian Dollar. Although it is our policy to update customers well in advance of any price changes, we must reserve the right to change the enclosed prices as needed. Quantity pricing and skid pricing are offered upon request. When taking advantage of quantity pricing all products must be shipped to one location.
- MINIMUM ORDERS:** Syrvet Canada has no Minimum Order policy. It is our goal to insure you that all orders are important to our company. All orders are handled with the same degree of importance.
- DELIVERY:** Orders are regularly processed and shipped within 3 working days from receipt of order.
- BACK ORDERS:** Unless otherwise specified on your written order, we reserve the right to back order items at our discretion. Freight charges will be added reflective to the Freight terms of the original order.
Please call upon receipt of the initial products of your order to cancel a backorder if freight costs will be an issue.
- FREIGHT TERMS:** Orders of \$300.00 (Quebec & Ontario), \$500 (Maritimes & West), and \$1000 (Distributor) are shipped pre-paid. Orders less than the minimum are shipped F.O.B. from our warehouses in St-Alphonse de Granby (Quebec). Shipping and handling costs will then be added to your invoice.
- SPECIAL ORDER ITEMS:** Some of the items included in the latest Syrvet Canada catalog are available only via "Special Order." For these items please allow a minimum of 90 days for your order to arrive under normal freight terms. Syrvet Canada will attempt every effort to contact you if your order includes one of these items that are considered "Special Order."
- FREIGHT DAMAGE:** All shipments are carefully inspected, counted twice by hand, and weighed electronically before leaving the factory. Please inspect all shipments upon receipt, noting any discrepancy or damage on the carriers' freight bill at the time of delivery. Discrepancies or damage, which obviously occurred in transit, are the responsibility of the carrier and related claims should be made promptly and directly to the carrier. All shortages or hidden damages must be reported to Syrvet within 3 days of the date of receipt of goods.
- DEFECTIVE MERCHANDISE:** Upon authorization, defective merchandise must be shipped prepaid for our examination and be accompanied by a Syrvet Canada issued RGA number (Return Good Authorization). Credit and/or replacements for defective or damaged goods will not be issued without prior written authorization. Syrvet products are warranted to the original purchaser to be free from defects and material workmanship under normal use. Syrvet's Canada obligations under this warranty shall be limited to the repair or replacement of any part or parts which may prove defective under normal use and serviced within 30 days of the date of purchase. Products sent to us for repair/replacement due to misuse, lack of care, mishandling, age, accidental breakage, etc., can be repaired at a cost of the customer of \$15.00 per item, plus the cost of parts, and shipping and handling. Products returned without the proper RGA will be returned at the customer's/store's cost. **Syrvet will honor the manufacturing guaranty when apply.**
- RETURNED MERCHANDISE:** A 15% handling charge will be deducted from credits for returned goods.
Merchandise will not be accepted without prior written authorization from Syrvet. Obsolete and non-saleable goods are not acceptable for credit.