

TRUE NORTH DISTRIBUTORS TERMS AND CONDITIONS

TERMS OF SALE

We accept cheques, certified cheques, Visa, Mastercard and money orders as payment of your invoice. Payment must be made in advance of shipment of your order unless you have open account status.

All customers seeking an open account must submit a Credit Application to our offices. We will supply the form for your convenience. Simply complete the Credit Application and return it to us by fax or mail. In the absence of approval of your application, we will still process any order on a Cash in Advance, or Credit Card payment sale.

Upon approval of your application you will be given open account status. Our terms are 2% 10 Net 30 Days. Simply put, this means that if you pay your invoice within ten days of the invoice date, you will be credited two per cent of the net invoice amount. If you decide not to exercise this option you still have thirty days from the invoice date to remit full payment as indicated on the face of the invoice document. Full payment in advance of your order entitles you to a three percent discount. **NOTE: *These discounts only apply where payment is made by cheque or money order.***

True North reserves the right to revoke or suspend open account status at our sole discretion. In this status, you may still place orders if payment is made in advance of shipment. Once your account is brought into current standing to the satisfaction of the True North credit department, you may re-apply for open account status at that time.

SPECIAL ORDERS

True North reserves the right to request 50% pre-payment on special orders prior to shipment of the order at our discretion. Special orders include (but are not limited to) large quantity furniture and restaurant equipment purchases. Custom orders are non-returnable. You will be required to sign your approval of your order to verify its' accuracy.

SHIPPING POLICY

We endeavour to ship all orders of in-stock products within 24 hours of the receipt of your confirmed order. Orders received after 3:00 p.m. Eastern Standard Time or on Fridays may lapse into the next business day. Courier shipments are generally received anywhere in Canada within 2 to 10 business days dependent on the proximity to our warehouse in Sarnia, Ontario. We will ship the in-stock portion of your order immediately and then follow-up with any back order if that should be necessary. If you wish to have your order held until it can be shipped complete, please direct us to do so at the point of order. ***Any custom order will result in a longer lead time to your door. Please be sure to ask how long your order may take as these lead times vary from product to product and also by time of the hospitality business season.***

WHEN YOU RECEIVE YOUR ORDER

The law says you are responsible for all goods once you've signed for them so be sure that you:

- make sure that the carton count is correct
- inspect all parcels for shipping damage
- note any damage on the bill of lading before the driver leaves
- if the driver won't wait, sign the bill as follows: "subject to inspection - driver would not wait"
- call us immediately when you have a problem

RETURNS

If you decide that the product is just unsatisfactory, call us and we will make arrangements with you to have the items picked up from your premises. We will credit your account for the goods. If True North has made an error we will assume all responsibilities for the shipping charges. However, if there has been an error on your part during the ordering process, all shipping charges will be your responsibility. True North retains the sole right to revoke any decisions made based on our determinations once the article(s) are returned to our premises (i.e. product neglect etc., which may be mediated by the manufacturer). Please note our policy for returns:

- any product to be returned to us must be pre-approved by us
- products to be returned must be reported to us within 30 days of the invoice date
- no unauthorized returns will be accepted, and will be refused at our premises
- all liabilities for refused freight remain the responsibility of the shipper
- a re-stocking fee may apply

CATALOGUE DISCREPANCIES

True North Distributors reserves the right to correct any typographical errors that may be found in any catalogue or flyer. Due to manufacturer variances, some products may not be exactly as pictured in the publication. Samples may be requested prior to an order. Pricing may also fluctuate as product vendor costs change.