



## CANADIAN POLICIES & PROCEDURES

### Terms of Sale

Notification of any discrepancy on orders placed with Tradesman Manufacturing must be made within 24 hours of receipt of the order confirmation.

### Terms of Payment

Payment shall be made in CA\$ (CAD) and is accepted in the form of wire transfer, online direct deposit, personal or company check, or cashier's check. Based on the payment terms of the account, Visa and Mastercard may also be accepted.

Goods will be invoiced after they are delivered to or picked up by the customer. If delivery is delayed by the customer, or if the customer wrongfully fails to take delivery, the goods may be invoiced for after Tradesman Manufacturing has notified the customer that the goods are ready for pickup or delivery. Storage fees for delayed orders may be charged at Tradesman Manufacturing's discretion.

Unless otherwise agreed upon, payment for goods is due within 30 days from the date of invoice. All goods remain the property of Tradesman Manufacturing until payment is made in full.

All accounts past due will be subject to a finance charge at 1.5% per month (18% per annum).

### Shipping

All shipments will be shipped F.O.B. Lethbridge, Alberta freight collect unless other arrangements have been made.

Requests for specific methods of transportation must be made at the time of order placements.

Customers are responsible for any additional charges that occur from failure to accommodate specific shipping instructions.

Packing materials (Pallets and Skids) will be charged for at time of shipping and may be returned using the "Return of Goods" procedure detailed below.

### Damages Goods / Discrepancies in Shipments / Return of Goods

Our claim form located at [http://www.tradesmanmfg.ca/content/tradesman/pdf/claim\\_form.pdf](http://www.tradesmanmfg.ca/content/tradesman/pdf/claim_form.pdf) shall be used for any and all claims for credit. With the exception of pallet returns **NO CREDIT WILL BE ISSUED WITHOUT A CLAIM FORM SUBMISSION**. If you should find a discrepancy of any kind that you believe would entitle your company to a credit on your account please complete and submit the claim form, along with the proper documentation, in order to ensure timely processing. Once the claim has



been submitted (with proper documentation) you will receive a credit on your account within 5 business days OR an explanation of why your claim has been denied within 5 business days.

You may submit your claim by either emailing [claims@tradesmanmfg.ca](mailto:claims@tradesmanmfg.ca) or fax to 403-329-9079. Please **do not** send claims directly to any personal email addresses. Please use the attached form to claim for credit regarding:

*Product Returns*

*Damaged Product*

*Shipping/billing (quantity) discrepancies*

*Pricing discrepancies (including freight charges)*

Notifications of discrepancies on shipments or of the receipt of damaged goods from Tradesman Manufacturing must be made within 48 hours of the receipt. If goods are seen to be damaged prior to unloading, pictures shall be taken showing how the products were shipped so that damage can be prevented in future shipments.

All custom and special orders (non-stock items) are non-cancellable and non-returnable.

Regular stock items may only be returned if the customer has first obtained a RGA (Return Goods Authorization) number from Tradesman Manufacturing.

A RGA number can be obtained by filling out the Claim Form and submitting it as indicated above.

All returned goods must be accompanied by the Tradesman Manufacturing RGA number and the original invoice number.

The customer is responsible for payment of freight on any returned goods.

Returned goods must be in resalable condition, determined at Tradesman Manufacturing's discretion, in order to receive credit.

All returned goods that were returned due to customer error are subjected to a 30% restocking fee.

## **Cancellations**

All custom and special orders (non-stock items) are non-cancellable and non-returnable.

All cancelled orders of stock items are subject to a 30% restocking fee.



## Pricing

Prices and specifications are subject to change without notice. Price lists are not quotations or offers to sell on the part of the company.

Prices do not include tax or freight.