

GENERAL TERMS & CONDITIONS OF SALES

1. PRICE

All prices are subject to change without notice. All sales taxes are extra where applicable.

2. PAYMENT TERMS

Our terms of payment are net 30 days from date of invoice unless otherwise stated. Accounts past due will be suspended. Shipments and deliveries shall at all times be subject to credit approval. Title to product does not pass until invoice is paid in full.

3. SERVICE CHARGES

A service charge of 2% per month (24% per annum) will be applied to all overdue accounts.

4. RETURN GOODS POLICY

No goods may be returned without prior approval. A standard handling charge of 15% will apply to goods returned. This may vary depending upon factory return goods policy. No return will be accepted on fabricated parts, cut piece, assemblies, pipe, solvent and special ordered items.

5. CLAIMS

All damage claims must be made to the transportation company as applicable. We are not responsible for damaged goods. Shortage claims must be made within 5 days of receipt of shipment. Notification of any invoice errors must be made within 30 days of date of invoice.

6. WARRANTIES

Applicable products are accompanied by manufacturer's warranties. In case of defects in materials and workmanship, Magbrooke will be replaced, repaired or credited at our options. Any miss use or defect due to negligence will automatically void this warranty.

7. SPECIAL ORDERS

Order for special non-stock material may require a deposit and can't be cancelled.

8. PRODUCT AVAILABILITY

All materials are subject to prior sale. Goods may not be available in all locations and an extra freight cost may be applied. Contact our customer service for availability and price confirmation.

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9. DELIVERY CHARGES

F.O.B. our warehouses

Minimum order chart for prepaid shipment

	PARCEL	LTL
Québec	> 250\$ Prepaid (Surcharge 1.75\$)	> 950\$ Prepaid (Surcharge 4.75\$)
Québec remote areas <i>(Lac St-Jean, Bas du Fleuve, Gaspésie, Abitibi)</i>	> 250\$ Prepaid (Surcharge 1.75\$)	> 950\$ 3% allowance of the amount of invoice
Ontario <i>(Toronto @ Ottawa)</i>	> 500\$ Prepaid (Surcharge 1.75\$)	> 1,500\$ 3% allowance of the amount of invoice
Ontario other areas	--	--
Maritimes & Îles de la Madeleine	--	--

Parcel : Small parcels with weight less than 100pds

LTL : Parcel with weight over 100pds and/or oversizes.
Pipe and length of 10' and/or 20'

Surcharge : Cost of the fuel surcharge from carriers.

With can offer a shipment prepaid ans charge on your invoice for customer without carrier agreement. Ask a quote to our customer service.

Delivery on site

- It is the customer's responsibility to ensure the presence of someone during delivery to unload and give access to the site. Additional fees may apply if the carrier must return at another time or if the waiting time is more than 15min.
- The customer must ensure that he has the necessary equipment for unloading. Notify when ordering if you need a hydraulic liftgate for unloading. A 60\$ fee applies.
- Magbrooke is not responsible for any delay caused by the delivery on a construction site.

For any question, please contact one of our customer service members.

This freight policy takes effect on January 14th 2019.

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