



180 New Huntington Road
Vaughan, ON L4H 0P5

Terms and Conditions of Sale

Credit Terms

Our standard terms are "Net 30-days" from the date of the invoice, upon credit approval. A service charge of 1.5% per month may be charged to all past due accounts.

Credit Card Charges

Customers using credit cards to pay for products purchased on terms will be subject to a transaction fee calculated as a percentage of the total amount of the payment as follows:

Visa/MasterCard	2.0%	American Express	2.5%
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Minimum Order

Minimum order value for regular orders and/or releases against blanket purchase orders: \$150.00

Minimum order value for special products and/or non-stock items: \$250.00.

A handling charge of \$5.00 will be added to all invoices for orders placed below the minimum order value.

Special order products and/or non-stock item products must be ordered in multiples of the manufacturers minimum packaging.

Freight

All orders are shipped prepaid and the shipping costs are added to the invoice according to the following table:

Destination	Ground Shipments (Small packages)	Air Shipments (Small Packages)	LTL (Pallet Loads)
ON, AB, QC	\$8.50 flat	Actual Cost	Actual Cost
BC, NB, NS, PEI, MB, SK	\$10.00 flat	Actual Cost	Actual Cost
NEWFOUNLAND	\$12.00 flat	Actual Cost	Actual Cost
YUKON	\$19.50 flat	Actual Cost	Actual Cost

Same Day Service

Same-day delivery is available only for the Greater Toronto Area and the Calgary Metropolitan Area.

A service charge of \$10.00 plus applicable freight charges will be added to all invoices for same-day delivery.

Pick-up Service

Orders may be picked up at our warehouse between the hours of 9:30 a.m. and 3:30 p.m. during regular business days.

A handling charge of \$1.50 will be added to all invoices for pick up orders. A handling charge of \$25.00 will be charged to customers who do not pick up orders by the end of the third business day following the date of the order. These orders will be automatically cancelled from our system.

Drop Shipments

A drop shipment charge of \$1.50 will be added to all invoices for products shipped directly to your customers at your request.

Claims

Claims for shortages, and/or for goods damaged in transit must be made to our Customer Service Department in writing within 10 business days from the date of shipping.

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Return Policies and Guidelines

Return Procedure

All returns require prior approval and a valid Return Authorization Number (RMA#). To obtain an RMA# please contact our customer service department at 1-800-361-7820. Please provide original invoice or shipping note number, quantity and type of product, and reason for return. An RMA Authorization Form will be faxed or e-mailed to you within 48 hours with detailed instructions on shipping address, shipping method and special packaging or markings required.

No returns will be accepted on special orders (non-stock items) unless the products are deemed defective or the incorrect stock was shipped.

RMA Validity

All returns must arrive at our warehouse within 15 days from the date of the RMA#. Do NOT return products without an RMA#. We cannot process a credit and the products will not be sent back. Do NOT return products not listed on the RMA#. We cannot process a credit and the products will not be sent back.

Products Purchased in Error

These can be returned for full credit within 10 business days from date of shipping. No returns will be accepted after this period. A restocking charge of 15.0% may be applied for products purchased in error. Credit will be issued only on products returned in their original unmarked packaging and in resalable condition.

Special order products and/or non-stock items purchased in error will not be accepted for return or exchange.

Products Shipped in Error

These can be returned for full credit within 10 business days from the date of shipping without restocking fees. No returns will be accepted after this period. Credit will be issued only on products returned in their original unmarked packaging and in resalable condition.

Faulty and Defective Products

Claims for faulty and defective products from the following OEM manufacturers will be handled directly by the OEM manufacturers according to their own standard warranty terms and procedures:

Brother	1 877 276 8437	Fuji	1 800 461 0416
Xerox/Tektronix	1 800 835 6100	Exabyte	1 760 305 5517

All other faulty and defective product claims will be processed through **Interad Weston** as follows: Product must be returned for credit within three (3) months from the shipping date and/or within the terms of the Manufacturers original warranty. All products returned as defective will be tested and if found to be not defective they will be returned to sender freight collect with the test results.

Warranty Limitations

Please note that our warranty and return policy does not cover the following conditions:

- Failure of product resulting from misuse, abuse, accident, mishandling or neglect.
- Failure of product resulting from improperly adjusted or maintained equipment.
- Incorrect storage as outlined by the Manufacturer's warranty.
- Products that have reached the end of their duty cycle through normal and ordinary use.

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