

# POLICY STATEMENT

## Available Payment Terms

- VISA, MasterCard, C.O.D.
- Net 30 days to pre-approved customers.
- All overdue accounts will be placed on hold until the balance is paid in full.

## Freight Terms

- For Seymour products, Pre-Paid freight on all invoiced orders over \$1500.00 with our preferred courier.
- Pre-Paid freight on all invoiced orders over \$750.00 with our preferred courier.
  - *Some items may be exempt. Example: Bulk orders of paint, Hazardous Materials, Machinery, Etc. Please call one of our sales agents to confirm.*
- F.O.B. items are:
  - Backordered items from original order if invoice is less than \$750
  - Air freight
  - Special ordered items
  - Special handling fees required (i.e. dangerous goods, odd shapes)

## Return Policy

- All goods being returned must be in their original package and require an R.G.A. number (Return Goods Authorization).
- Product must be returned within 30 days of purchase date.
- Restocking fee will be applied unless previously agreed upon.
- All returns must be freight prepaid.
- Goods will not be credited if there is any indication of use, damage or pieces missing.
- Shrink wrapped goods, i.e. gaskets, bearings, timing kits etc., are not returnable if the seal or plastic is broken or open.
- All non-inventoried items, special ordered items are non-returnable unless special arrangements were made at the time of purchase.

Please contact customer service for an R.G.A. number: [sales@canxus.ca](mailto:sales@canxus.ca) or 1-877-574-4444

## Warranty and Disclaimer

CANXUS works hard to represent you, our customer, when warranty or discrepancy issues arise regarding the product lines we represent. However, CANXUS is a distributor for several companies. Therefore, we will defer to the warranty and disclaimer offered by the companies we represent.

CANXUS shall not be directly or indirectly responsible for any warranty claims, or discrepancies and will respect the final decision made by the companies we represent.

**NOTE:** All completed orders being held for customers will be billed and shipped on the last business day of each month including all warehouse fee lines.

Revised: 15 September 2020