

2023 WHOLESALE ORDER POLICY

Minimum Order Value and Quantity

For new and existing customers, order minimum is \$1500 (pre shipping/tax). Items are sold in case quantities only.

Freight Policy

Freight charges will be applied to the shippable sub-total at the time of shipping.

The following outlines shipping to major freight centres:

BC - 4%

AB - 6%

SK/MB - 8%

ON/QC - 10%

Atlantic - TBD (Inquire within)

Territories - TBD (Inquire within)

*If applicable, any additional freight charges (such as: remote/rural locations, tailgate, inside delivery and residential charges) will be billed back to the customer.

Payment

Orders are required to be paid in full prior to ship date. Elix Sales offers credit card, e-transfer and EFT payments. Credit card payments are subject to a 2.5% fee.

Returns

All returns must first be authorized by Elix Sales Ltd. (Inflatables Canada). Please contact us to receive an RA #.

The cost of return shipping is at the customer's sole expense.

All tracking / PRO numbers must be documented and recorded by the shipper. The shipper is responsible for properly labeling all boxes being returned. The shipper is responsible for costs associated with any boxes which aren't received back by Elix Sales Ltd. (Inflatables Canada).

Returns are subject to a 15% restocking fee.

Damaged Items, Shortage & Overage Claims

All shipments must be visually inspected at time of delivery.

Should any part of the shipment be damaged, it <u>must</u> be documented with the delivery driver immediately. Additionally, supporting images of the exterior of the shipping box & pallet (if applicable) along with supporting images of the damaged product itself, must be provided to Elix Sales Ltd. (Inflatables Canada).

Any damage must be reported to Elix Sales Ltd. (Inflatables Canada) within 24 hours of delivery.

Any shortages or overages are required to be reported to Elix Sales Ltd. (Inflatables Canada), within 24 hours of delivery.



*Elix Sales Ltd. DBA Inflatables Canada Recreational Products