

# Terms & Conditions

## **Terms of Use:**

This account will only be used by customers who are purchasing for resale. The benefits of this program are directed to people who are looking to create and grow a small business. This program should only be used by the people that have been added to the form. If any changes need to be made, please contact your account manager.

## **Shipping:**

We will ship all products to the address that has been written on the application. If any changes need to be made, please contact your account manager. If a one-time address change needs to be made, then please write that in your message while submitting your purchase order, or contact the shipping department immediately. We normally ship orders on the same day that they are received.

When making online purchases, you will have the option of how to ship your package, tracked or not, the timeframe and the price. All shipping charges must be paid by the customer before shipping can happen. All packages, unless otherwise discussed, will be shipped through Canada Post, or USPS post. USPS post will only be used for tracked packages.

Items that are shipped using our first method of shipping, Reg Small Package, do not contain tracking numbers. This form of shipping is still very trustworthy, just at a much cheaper cost as it doesn't go through as much processing.

Orders are shipped from our store location in Kitchener, ON, Canada every week day at 4pm. We will always try to get all orders out on the same day, but this is dependent on how many orders we have to fill at that given time. If you need your order in a rush, please make sure to message us when submitting the order, or giving us a call.

## **Order Pickups:**

All orders need a minimum of 4 hours notice before pickup. Pickup orders can either be purchased online, or instore upon pick up.

## **Instore/Online Purchases:**

All orders will be kept on file and the amounts purchased will be tracked. There are no minimums per purchase to use the Small Business Program, but there is a yearly total that must be reached. This will depend on your discount level and should be consulted for more information. Every account is reviewed a minimum of once a year. If you would like to discuss your discount level, or know more about how to stay at your level, please contact your account manager. The yearly totals are based on a rolling 12 month period. This means if your account was approved in June 2018, then your first year would end in June 2019.

## **Retail Store:**

Please visit us, or call between our working hours of:

Monday-Wednesday 10-6pm

Thursday 10-8pm

Friday-Saturday 10-6pm

This store is open to the public. All stock will be labelled with the retail prices. Your discounts will be applied at cash. No pets allowed, except for certified Service Dogs. Store hours are subject to change without notice.

**Quickest Way to Contact- Call us! 519 954 1155**

**Stock questions? Phone order? Any one of our retail staff members can assist you.**

Shipping Inquires/Address Change: Stephi

Account Updates: Inquiries regarding account discounts contact: Stephanie (Account Manager)

Bulk Pricing/Website Questions: Jessica

In-stock Inquiries: Sales Associates

#### **Online Returns**

Please notify our shipping department before sending the items back, so we know to expect the package. The products must be returned in the same condition as sent. Items that have been purchase online can be returned for a full refund up to 30 days after purchase. Items that are clearance are final sale. We understand that it is challenging to purchase items that are not in person. Additional shipping charges for returned items will be the cost of the customer.

#### **Exchanging Items**

The products must be in the same condition as they were sent. This also means they must be in the proper packaging and not damaged. Items that are clearance are final sale. Items can be returned for a store credit, or exchange only. Items that are regular stock, can be exchanged up to 12 months. Receipt of purchase is not necessary, but all exchanges will be at the discretion of the account manager.

#### **Special Orders:**

A special order is for a large amount of one product that we normally carry, or for an item that we do not normally carry. All special orders must have a deposit of 30% of total value, including taxes, which is non-refundable. No cancellations or returns will be accepted on special orders.

#### **Product Pricing:**

We reserve the right to adjust prices when necessary without notice. Prices will vary due to market conditions, order quantities, product availability and currency fluctuation.