

# GENERAL SALES POLICY

## Payment Terms

For open accounts, terms are Net 30 days from date of invoice. A charge of 1.25 % per month will be assessed on past due balances. Accounts not paid within those terms will be considered delinquent and are subject to being put on credit hold. First time orders, unless cleared by Management are C.O.D. payable only by cash, certified cheque, money order, American Express, Visa, Mastercard or bank transfer.

## Credit

We will ship on open account to customers who have established credit with us and are in good credit standing. To open an account we require five trade references with open account status, that can be readily checked by us. In addition we require the name and branch of the bank used by the applicant. Credit applications will be processed providing an initial order of \$500.00 accompanies the application. Credit applications submitted without an initial order require an application fee of \$25.00. This fee will be refunded upon placement of the initial \$500.00 order. In order to maintain open account status a minimum of \$2400.00 per annum must be purchased. Goods remain the property of IDN Canada until full payment is made on said goods.

## Credit Cards

Credit cards may only be used at time of initial purchase and not to pay outstanding accounts receivable.

## Returned Cheques

A handling charge of \$25.00 will be levied on each returned cheque. Customers who issue two returned cheques in a six month period will be dealt with on a C.O.D. cash only basis.

## Shipments

Shipments are FOB our warehouse. Freight charges, in most cases will be prepaid and added to the invoice. A shipment becomes the property of the consignee when accepted by the carrier. Any claims for loss or damage should be filed with the carrier, within five days of receipt of shipment. If a shipment is received in damaged condition, we suggest that the carrier's waybill be marked "Received in Damaged Condition" and signed by the driver.

## Minimum Order

The minimum invoice for all orders is \$50.00.

## Returned Goods

All returns must be authorized by us and must be made within 15 days of the invoice date. All returned items must be received in saleable condition with the original box or packaging and all components such as screws, keys and installation instructions. Returned goods must include a packing slip stating our original invoice number. All shipments of returned goods are to be made freight prepaid. Freight collect returns will be refused. A handling charge of 25% will apply to all returned goods, except goods deemed defective according to the manufacturer's warranty or goods shipped in error by us. Printed matter (code books, manuals, etc), computer software and tools CANNOT be returned.

## Liability

International Distribution Network Canada Ltd. Does not accept any liability for losses or damages resulting from defects in material or products sold by us or resulting from improper installation of said products.

## Special Orders

The ordering of Non-Stock merchandise is a special service we provide for credit worthy accounts who exceed \$2400.00 in annual purchases from IDN Canada. Non Stock orders may not be cancelled without our approval. Additionally, any cancellation fees levied on us by a manufacturer will be charged to the customer's account and must be paid prior to approval of cancellation. Special orders are subject to the same \$50.00 minimum as regular orders. Non-Stock orders placed by C.O.D. customers or customers who do not purchase \$2400.00 per annum, require a 100% down payment, payable prior to processing the order. Orders for highly unsaleable items or custom fabricated items (dies, coined keyblanks, flatware, etc) require a minimum 50% down payment regardless of account status. Prices quoted on Non-Stock items are subject to change if the manufacturer's price changes. Non-Stock items are not returnable under any circumstances. We reserve the right to reject any special order.

## Deliveries

Delivery times are based on information provided by our suppliers. IDN Canada assumes no responsibility for delivery times not met.

## Quotations

Quotations are valid for two weeks but subject to change if quoted manufacturer adjusts their pricing.

## Prices

Prices are subject to change without notice.

## Products

IDN Canada assumes no responsibility for any product misinformation that may arise due to incorrect information supplied by manufacturers or by error in the composition of the catalogue.

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