



SHIELD
SUPPLY & SERVICES LTD.
Wholesale Distributors

1300 Border Street
Winnipeg, Manitoba R3H 0M6
Telephone: (204) 774-1921
Toll Free: (888) 301-1921
Fax: (204) 774-5627

SALES POLICY

PRICES:

Prices quoted are net, do not include applicable taxes, and are subject to change without notice. Prices are not guaranteed unless the manufacturer provides price protection. All shipments will be made at the prices prevailing at the time.

TERMS:

NET 30 days from date of invoice. Purchases made during a calendar month are due and payable in our office prior to the last business day of the following month. Monthly statements are provided to assist you. We strongly recommend to our out-of-town accounts that they mail their payments to us by the 20th day of each month to ensure that the payment reaches us and is credited to their account by the required time.

PROTECT YOUR CREDIT RATING:

There is a 2% (24% per annum) service charge on all overdue accounts. Where an account is overdue 60 days and over, or where service charges are outstanding, it is automatically put on credit hold by our system, shipments will be held until the account is returned to a current status.

MINIMUM BILLING:

There is a minimum billing of \$20.00, excluding shipping charges. Where the annual dollar value of an account is less than \$1,000.00, we reserve the right to move the account to a C.O.D. only status.

BACK ORDERS:

No back orders will be cancelled unless written notice is given.

SPECIAL ORDERS:

Special orders or custom keyed items are not able to be cancelled nor returned and may require a 30% deposit at time of orders being placed.

RETURNED GOODS:

A Returned Goods Authorization number (RGA NO.) must be obtained from our Customer Service Department prior to returning any goods. When requesting a RGA No., please advise us of the invoice number, date of purchase and the reason for the return. Shipments of returned goods without prior authorization and a RGA No. on the shipping label will not be accepted and will be returned to the sender at their expense.

ALL RETURNED GOODS MUST BE SHIPPED PREPAID:

Where goods supplied as per the customer order, a restocking charge of 25% will be applied against any adjustment. All returned goods must be in original, saleable packaging without any additional markings.

Errors in shipping for which we are responsible will be promptly rectified.

WARRANTIES:

All warranties are those of the manufacturer and are subject to their terms.