

TERMS AND CONDITIONS

Orders:

- Confirmed Purchase Orders with Shipping Instructions are required for all orders prior to manufacturing.
- The minimum order amount from CANWAY is \$ 300.00.
- Products may not be exactly as shown in the catalogue or product brochure.

Freight Policy:

- All shipments are F.O.B. CANWAY Equipment Mfg. Inc., Hamilton, ON.

Payments:

- Cash, Certified Cheque, Credit Card, EFT or e-transfer (Balance Due Net 30 days on Approved Credit)
- All applicable taxes are extra.
- CANWAY reserves the right to withhold shipment on any Overdue Account.
- For custom orders more than \$5,000.00 a deposit of 25% of the total order is required, prior to being placed into the production queue. A further 25% deposit is required to release the shipment. Standard terms apply to the balance.

Returned Goods:

- Factory stock items may only be returned with an RGA # (Return Goods Authorization number) issued by a Canway customer service representative.
- For defective / damaged products, send digital image to assess next steps and to expedite issuing an RGA #.
- The RGA # must be attached to the product.
- 20% Restocking Charge applies on all Returned Goods.
- All non-stock standard products are not returnable. See Price List for factory stock items.
- **Custom Products are not returnable.**

