



Terms and Policies 2010

TERMS

- **New accounts** – To open an account, an application must be filled out and returned. First order receives a 10% discount and must be prepaid - 30-day terms given on approved credit after first order.
- \$25.00 charge for NSF cheques
- All prices are subject to change without notice
- **OVERDUE ACCOUNTS - NO ORDERS WILL BE PROCESSED IF AN EXISTING INVOICE IS OVER 30 DAYS**

FREIGHT

- Vancouver and Lower Mainland – orders over \$150 go ground freight free
- Outside Lower Mainland – orders over \$250 go ground freight free
- Orders below minimum will be charged a minimum of \$15.00 for freight and handling
- Orders over the minimum for free ground freight that are sent air, by customer request, will be charged a minimum of \$15.00.

RETURNS

All returns must first have the approval of head office. A form will be sent to be completed and returned.

100% patient/customer guarantee

- ***All patient and customer returns will receive full credit, which will be applied to your next invoice.***

All Other Returns

The following criteria apply to returns:

- Product must be resaleable - this means no stickers, stamps, glue, or marks on the bottle/label
- Product must have been purchased within the past 60 days
- A credit will be given on your account and applied to your next invoice
- A 20% restocking fee will be charged

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