

# Ordering, Shipping & Payment Information

❖ Ordering Information: Please place your order using the shopping cart on the website. If you do not have internet access, please feel free to submit your order via postal mail along with your payment. All contact information is on the inside of the front cover of this catalogue.

If you need a quote, again the shopping cart will create the quote for you automatically including freight and tax (where applicable) as long as you enter your name and address. This quote can then be submitted as an order with a credit card payment, or send in your cheque/check/money order.

Once your order has been paid, it will be printed here during business hours and will be prepared and shipped the next business day. If there is something significant missing from stock for your order, we will email you to ask you how you would like to proceed or the approximate delay expected.

Quotes are valid for 10 days only due to exchange and freight rate fluctuations.

❖ Payment Information: Payment for your order can be made by cheque/check/money order or with your credit card. Prepayment of your order is required prior to shipping.

❖ Shipping Information: Shipping and handling is now calculated instantly by using the shopping cart on the website. When better shipping rates can be obtained, these will be applied and the excess is refunded to you at the time of processing your order.

If you are submitting your order and payment through postal mail, below are the shipping guidelines for freight:

- 1) Minimum cost for postage on any order under \$100.00 is \$15.00
- 2) Orders from \$100.00 to \$200.00 is about 13%
- 3) Orders over \$200.00 approximately 12%
- 4) Postal insurance is required on all orders over \$100.00 at \$1.00 per \$100.00

❖ Taxes: All Canadian customers are subject to the 5% G.S.T. (must be paid on shipping as well). All provinces with H.S.T. are subject to the HST rate for their province. All shipments outside of Canada are completely tax free!

❖ Returns: Please contact us in advance if you feel you need to return something so we will know why it is showing up. If items are defective, we will gladly replace them at no charge, but must be returned for us to take it up with the supplier.

If you are returning materials you do not desire, there is a restock charge of \$10.00 to be deducted from the refundable amount to cover return costs. Shipping is not refundable.

❖ Holidays: Closed all weekends, Holy Days and Canadian holidays, plus the last 2 weeks of June and August for catch up and rest.

**See DISCOUNT PAGE for your discount information!**

Sizes not to scale. Prices and colours may change without notice.