

# EIKO CANADA: SHIPPING TERMS, CONDITIONS, & PROCEDURES

**EFFECTIVE:** September 1, 2019.  
Supersedes all previously issued copies.

**ORDERING:** All orders should be emailed to [orderdesk@eiko.com](mailto:orderdesk@eiko.com) or faxed to EIKO at 1-888-705-1335. All orders received are subject to review and approval by our credit department. Orders received from customers with delinquent accounts may be subject to shipping delays.

**DISTRIBUTOR STATUS:** Distributors must purchase a minimum of \$2500.00 annually to maintain distributor status.

**PRICES:** All prices are payable in Canadian funds. Prices are subject to change without notice and do not include applicable taxes. Any applicable taxes will be added to the invoice.

**MINIMUM ORDER:** \$75 minimum order is required.

**SMALL ORDER CHARGE:** A \$15 small order charge will apply to orders under \$150.

**PAYMENT TERMS:** Net 30 Days, from date of shipment as it appears on the invoice. Postmark date on envelope will determine if payment has been made within terms. All payments must be made in Canadian funds and mailed to below. EFT is available upon request.

EiKO Global, LLC (Canada)  
81 King Street  
Barrie, Ontario, L4N 6B5

## RETURN AUTHORIZATIONS:

1. Contact EiKO Global, LLC (Canada) within 90 days of delivery for a Return Authorization number.
2. Return authorization will only be provided if the customer has a valid invoice showing when the goods were purchased from EiKO.
3. Goods must be active items and less than one year old to be eligible for return. Clearance and closeout items are not eligible for return.
4. A restocking charge of 25% will be charged on all authorized and acceptable goods. An order of 2 times the return value will be accepted as an offset to the restocking charge.
5. All returns must be shipped pre-paid, at customer's expense, with a copy of the invoice and return authorization included.
6. Goods returned not in original packaging and not in resalable condition will not be accepted and will be returned to customer, at the expense of customer, and no credit will be issued.

**SHIPMENT DISCREPANCIES/DAMAGES:** EiKO will credit or replace product found to arrive in damaged or broken condition on all pre-paid freight orders. All shipment discrepancies, damage, etc., must be reported within 10 days of the shipment date shown on the invoice.

**FREIGHT TERMS:** EiKO products may be combined to meet pre-paid freight requirements. All pre-paid orders will be shipped F.O.B. destination via ground service and the carrier will be determined by EiKO. Orders that do not meet the pre-paid amount will be shipped at customer's expense. At the request and expense of customer, orders can be shipped via air service. At the request of customer, orders can be drop shipped and pre-paid amounts will apply to shipping destination.

F.O.B Destination, pre-paid as follows (before taxes):

Province	Product <4' in length	Product 4' in length	Product >4' in length	Province	Product <4' in length	Product 4' in length	Product >4' in length
British Columbia	\$500	\$1,000	\$2,000	New Brunswick	\$1,000	\$1,000	\$2,000
Alberta	\$500	\$1,000	\$2,000	Nova Scotia	\$1,000	\$1,000	\$2,000
Saskatchewan	\$500	\$1,000	\$2,000	Prince Edward Island	\$1,000	\$1,000	\$2,000
Manitoba	\$750	\$1,000	\$2,000	Newfoundland and Labrador	\$1,500	\$1,500	\$2,000
Ontario	\$500	\$1,000	\$2,000	Yukon	\$1,500	\$1,500	\$2,000
Montreal (metro area)	\$500	\$1,000	\$2,000	Northwest Territories	\$1,500	\$1,500	\$2,000
Quebec (excluding Montreal metro area)	\$750	\$1,000	\$2,000	Nunavut	\$1,500	\$1,500	\$2,000

**GENERAL:** EiKO Canada Limited reserves the right to discontinue and substitute brands at any time without notice.

**NOTE:** Fixtures sold with EiKO installed modifications are final and non-returnable.

## EIKO GLOBAL CANADA, LLC:

81 King St, Barrie, ON L4N 6B5 • Ph: 1.705.721.5189 • F: 1.705.721.7855 • Email: [orderdesk@eiko.com](mailto:orderdesk@eiko.com)