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TERMS AND CONDITIONS

February 1, 2018

FREIGHT POLICY:

Orders of \$440.00 or more (taxes not included) will be shipped **FREIGHT PREPAID** via courier anywhere in British Columbia, Alberta, Saskatchewan, Manitoba and Ontario with the exception of some remote destinations and those deemed as "Beyond Points" by freight carriers. This includes all items in the catalog with the exception of some bulky product such as (but not limited to) hoods, liquid transfer tanks, tool boxes, grill guards/bumpers, fiberglass box covers, box liners, and long running board kits requiring truck freight. A freight allowance of 5% (before tax) of invoice total will be given on those prepaid orders. Backorders on prepaid orders will be shipped freight prepaid. Backorders on collect orders will be shipped freight collect.

TERMS:

Terms are net 30 days. Applicant agrees to pay service fee of 2% per month or 24% annum on balance exceeding 60 days. No guarantee of shipment on accounts that are 60 days in arrears.

WARRANTY:

Grandwest distributed products are fully guaranteed against defects in workmanship and materials as specified by the manufacturer; typically for a period of one year. However, some exceptions apply with longer warranty periods available on certain products. Shorter periods may also apply on some products, such as (but not limited to), Electronics/Wiring, and certain bulbs & lighting. Any defective product will be replaced free of charge, but may be limited to only the defective part on items with multiple parts. Grandwest is not responsible for any paint, labour costs, or freight to and from our warehouse. Authorization (R.G.A. #) must be granted by Grandwest prior to returning any products. Adequate description of problem or defect must be stated on the request for return. The terms "defective and junk" are insufficient reasons, and will not be accepted as valid.

RETURN GOODS:

Most product may be returned without a restocking charge for a period of 6 months from date of purchase. However, some seasonal and electronic items or larger fleet orders where a special purchase is required may not be eligible for return and/or may be subject to a restocking charge. Product older than 1 year is not eligible for return. An R.G.A. # (Return Goods Authorization Number) must be granted prior to returning any merchandise. Please fax a copy of the invoice of original purchase to (306)-653-3553 or go to www.grandwestauto.com 'Dealer Login' and click on the 'Forms / Documents' tab under 'Dealer Resources' to request an R.G.A. #. Any product to be eligible for a return must be: a) a current stocking item; b) in new condition and original packaging; c) less than twelve months old; d) an R.G.A. # must accompany the shipment returned. Any product not meeting this criteria will be refused and returned to customer freight collect. All returns are applied to account for credit only. A restocking charge may be levied on return of goods. All paintable product must be pre-fit before painting and installation. Grandwest will not accept any painted product for return. The customer is responsible for freight costs to and from our warehouse.

SPECIAL ORDERS:

Special orders are not returnable. A signed Special Order Confirmation sheet must be faxed to place the order and cannot be cancelled after its submission.

CLAIMS:

- (A) Claims for merchandise lost or damaged in transit must be made directly to the carrier.
- (B) Claims for shortages on a shipment must be filed with Grandwest Enterprises Inc. within 5 days after receipt of shipment.

TAXES:

G.S.T. Extra; P.S.T. Extra....

PRICES:

Current pricing is available on the 'Dealer Login' tab at www.grandwestauto.com