

EiKO Canada: Terms, Conditions, & Shipping Procedures

Effective: March 1, 2017.

Supersedes all previously issued copies.

Ordering: All orders should be emailed to 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.

Distributor Status: Distributors must purchase a minimum of \$1500.00 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: \$75.00 minimum order requirement.

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

Freight Terms: All pre-paid orders will be shipped F.O.B. destination via ground service and the carrier will be determined by EiKO Canada Ltd. 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 Barrie, pre-paid as follows (before taxes):

British Columbia	\$1,000.00	New Brunswick	\$1,000.00
Alberta	\$1,000.00	Nova Scotia	\$1,000.00
Saskatchewan	\$1,000.00	Prince Edward Island	\$1,000.00
Manitoba	\$750.00	Newfoundland and Labrador	\$1,500.00
Ontario	\$500.00	Yukon	\$1,500.00
Montreal (Metropolitan Area)	\$500.00	Northwest Territories	\$1,500.00
All other points in Quebec	\$750.00	Nunavut	\$1,500.00

NOTE: - Pre-paid freight is \$1,000.00 in Ontario, Quebec and Manitoba when ordering Fluorescent or LED tubes 4 feet or longer.

- Expedited ground freight is available upon request for Western Canada. Pre-paid freight is \$1500.00.

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.

Return Authorizations: You must contact EiKO within 90 days of delivery for a Return Authorization number. An RA number will only be provided if the customer has a valid invoice showing when the goods were purchased from EiKO. Goods must be an active item and less than one year old to be eligible for return. Clearance and closeout items are not eligible for return. All returns must be shipped pre-paid with a copy of the invoice and RA included. 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. Goods returned not in original packaging and not in resalable condition will be returned to sender, at the expense of the sender, and no credit will be issued.

General: EiKO reserves the right to discontinue and substitute brands at any time without notice.

EiKO Global Canada, LLC: 81 King St, Barrie, ON L4N 6B5 • Ph: 1.888.410.8151 • F: 1.888.705.1335 • Email: orderdesk@eiko.com

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