

TERMS AND CONDITIONS

Conditions of Sale

Net 30 days from invoice date. Overdue invoices are subject to a 1.5% service charge; 18% per annum. We reserve the right to withhold shipments to customers who do not meet these terms.

TAXES

Federal and Provincial Sales Taxes are extra, where applicable.

DEPARTMENTAL/SUMMARY BILLINGS

All purchases billed in a month are to be paid before the last working day of the following month.

GOODS IN STOCK

We do our utmost to maintain sufficient stock at all times. If supplies of an item are temporarily interrupted, we will replace the item with another one of comparable or higher quality or we will ensure you receive your originally requested item as soon as it becomes available.

DELIVERY

All stationery orders are filled and packaged for delivery the next business day where available. We provide free delivery with a minimum order of \$40.00 to most major business centres. A delivery charge of \$5.00 may be applied at Lyreco's discretion for orders below \$40.00. **Orders for delivery to NWT, Yukon, Labrador, Nunavut, Northern**

areas of ON, QC, BC, AB, SK, MB and other remote locations are F.O.B. Origin: our nearest distribution centre (Buyer pays freight charges, bears freight charges, owns goods in transit and files claims if any). Please contact Customer Service at 1-877-LYRECO-1 for details.

DAMAGED GOODS

If the goods are damaged, be sure to describe the damages on the delivery manifest (packing slip) before signing. When there is concealed damage, save the packaging for inspection. If your order is not in full please sign only for quantity received. The delivery manifest (packing slip) is a legal document acknowledging that goods have transferred custody.

RETURNS

Regular stock stationery products can be returned within 30 days as long as they are in re-sellable condition and in their **original unmarked** packaging (Return authorization numbers must be written on our return PDF document and affixed to the goods. Goods that have the Return authorization number written on the item are deemed unsellable and will not be accepted for return).

You can find our Return Authorization Form on page 418 of this catalogue.

For fax machines, printers, multimedia projectors and shredders you must contact the supplier directly for repair, exchange or return. Non-stock products cannot be returned. After 30 days, only defective items can be returned, please follow the instructions indicated on pages 414 & 415. **Returns not accompanied by an authorization number issued by one of our representatives will not be accepted.**

Should you have any question, please feel free to contact your Sales Representative or our Customer Service at 1-877-597-3261.

Custom and special manufactured orders **are final sales and cannot be returned.**

PRODUCT AND PRICE DISCREPANCIES

Every effort has been made to provide you with accurate pricing and product descriptions but all are subject to error. Technical data may be changed and products discontinued without notice.

Please check on OLO with your login and password or contact our Customer Service department at 1-877-LYRECO-1 to find the price that will appear on your invoice. Be assured that we are using our international purchasing power to offer you competitive pricing.

Furniture/Bulk Delivery

FREE DELIVERY

All orders for stock furniture/bulk delivery to Vancouver, Edmonton, Calgary, Winnipeg, London, Toronto, Ottawa, Montreal, Quebec City and Dartmouth/Halifax, will be delivered free to your receiving area within regular transit times for these cities. Delivery outside of these city centres is dock-to-dock only. Transit times will vary for delivery outside of these city centres. If requested when you place your order (for those cities mentioned above), we can deliver beyond your receiving area to a location of your choice, we call this service "set in place."

A "set in place" delivery will be subject to a nominal charge and needs to be requested at the time of order. Regular stock furniture items may only be returned with the written agreement of the company within 30 days. Items must be in original packaging and in re-sellable condition.

DAMAGED GOODS

Customers are to inspect all items upon delivery for any damages. If damages are found, please make a note on the delivery manifest (packing slip) and notify our Customer Service immediately. Customers must make arrangements to check all items before signing for them at delivery.

Returns not accompanied by an authorization number issued by one of our representatives will not be accepted.

INSTALLATION

Some large furniture items such as desks, workstations, office suites, and panels may require installation. **Installation charges are not included within our standard price.** This service is offered for all cities mentioned under "free delivery". Please contact our Customer Service for details.



READY-TO-ASSEMBLE

To minimize costs and facilitate shipping and handling, items marked with this symbol are shipped ready-to-assemble with easy to follow self-assembly guides and instructions. However, if you need help in assembling your R.T.A. order, our qualified assemblers will do the job at your location if requested when you place your order. **Assembly charges are extra.** Please contact our Customer Service for details.

CUSTOMER SERVICE HOURS

For your convenience, our Customer Service Representatives are available to serve you between 8:30 a.m. and 5:00 p.m. (your local time) across Canada (until 4:30 p.m. for our British Columbia customers).

