

## Terms & Conditions

**Payment Terms:** Our standard payment terms are Cash On Delivery (COD). Credit terms may be extended upon approval by our Finance Department. New customers first three (3) orders will be COD to allow us time to process any requests for credit. Visa/MasterCard payments are a convenience to customers, however these payments do not qualify for any cash discounts. Terms for credit approved customers are 1% /10 days Net 30. There is a \$25 service charge on all returned cheques. Puresource Inc. reserves the right to hold back shipments. Accounts that are beyond the stated terms will, at our discretion, be submitted to a collection agency. Interest of 2% per month (24% per annum) will be charged on overdue accounts. All collection costs with respect to payment of an outstanding invoice will be the customer's responsibility.

**Returns:** No merchandise will be accepted without a Returns Authorization Number (RAN). To obtain a number, contact our Credits and Returns Department at 1-800-265-7245. Please have ready, your invoice number, product code, reason for return and number of items. Please package your returns securely and enclose paperwork showing your store name and a list of contents. Please mark your Returns Authorization Number (RAN) on the outside of each box to be picked up. Credits for returned goods will be issued when goods are received and inspected by Puresource Inc. Freight collect returns will not be accepted. Sales reps are not authorized to accept returns from customers. Purolator Pick-up # 800-387-3027 UPS Pick-up # 888-520-9090

**Conditions for Returns:** Must have a Return Authorization number from Puresource Inc. Bought within 120 days for non food. Bought within 30 days for food. Customer pays shipping on returns and a 20% restocking charge. Product must be in saleable condition with no signs of any damage or pricing stickers and in original packaging. No part cases of food. Product must not be short dated or expired. Minimum acceptable dating is 60 days for food and 180 for non food.

**Guaranteed Sale Program:** Any new product line or new item purchased from Puresource Inc. may be returned for full credit up to 60 days from date of invoice. Product must be in saleable condition, as explained in the Conditions for Return. Returns are freight prepaid on guaranteed sale only. Sorry, no guaranteed sale program for food products due to freshness dating limitations.

**Minimum Expiry Dates:** Puresource works hard to ensure proper rotation and best freshness from our suppliers. Unfortunately the nature of natural products do create a short life span for some package goods. As such, Puresource guarantees that products shipped shall have minimum expiry dates of 60 days for food items, 6 months for non food and 2 months for liquid supplements. In the event of any dating issues, please notify our Credits and Returns Department within 48 hours.

**Shortages:** Report all shortages to our Credits and Returns Department within 48 hours of receipt.

**Damaged Goods:** Please report all damages to our Credit & Returns Department within 24 hours. Please inspect goods when received and mark all damage on the bill of lading. Important - Please put subject to inspection on carrier bill of lading if the shipment can not be checked at time of delivery. Neither Puresource nor the common carrier will accept a credit claim for freight related damage, which has been accepted as delivered without notation.

**Price Changes:** Prices are subject to change without notice.

**Puresource Ontario Truck Orders:** A customer in Ontario that is receiving their orders via the Puresource trucking schedule must have all orders and/or add on's confirmed by 3PM on the day before your truck and the minimum is \$300.00. Orders being faxed or called in after this can be sent by common carrier, however different minimums apply. Customers continually missing Puresource truck runs could be moved permanently off the truck run due to scheduling conflicts.

**Backorders:** Backorders are indicated on the invoice and are not calculated in the total amount of the invoice. New product backorders shall be kept open for 14 days. Please reorder food products and any back orders under \$50.00. Backorders for non food products over \$100 will be shipped when available. If you require special backorder instructions please specify while placing your orders.

**Wooden & Wire Displays:** All permanent displays remain the property of Puresource Inc.

**Freight:** Puresource ships either on our own trucks, Purolator, UPS or common carrier. - If total order value does not reach minimum order values, the customer will be responsible for freight charges. If order meets 50% of minimum order value, Puresource will pay for 50% of the freight charges.

### Minimum order values are as follows:

Location	Food	Non Food
Vancouver*	750	300
Okanagan*	750	300
Victoria & Van. Island*	1000	300
All other BC*	1000	300
Calgary*	500	300
Red Deer*	500	300
Edmonton*	500	300
All other AB*	750	300
Saskatoon*	750	300
Regina*	750	300
All other Sask. *	1000	300
Winnipeg*	750	300
All other Man.*	1000	300
Ontario Private Fleet	300**	300**
K-W, Guelph, Cambridge, Toronto off Week	500	300
All off Ont.	750	300
Montreal - please call Les Aliments Inari @ 877-724-0068		
Quebec City - please call Les Aliments Inari @ 877-724-0068		
All other QC - please call Les Aliments Inari @ 877-724-0068		
New Brunswick	500	300
Newfoundland	1200	300
Nova Scotia	500	300
Prince Edward Island	500	300

\* sku's listed in Calgary Only! Please refer to the comments at each brand title for clarification one which warehouse carry your brand of choice.

\*\* On scheduled delivery day. For next day service by our own delivery trucks; please place your orders before 13:00pm on the day before your scheduled delivery day.

\*\*\* Courier Orders: Orders that can be shipped by UPS or Purolator (no glass or liquid or items signified with an "N" in the courier column) over \$300 will be shipped free. Orders under \$300 will be charged a minimum of \$15.00 shipping & handling.

**Air Freight:** This service is available to customers in most areas, however a freight charge will apply. Products shipped by air may be restricted to items that are not easily damaged. These items are signified with an "A" in the courier column. For further clarification, please contact a Customer Service Representative.

**COD or Pick up Cheque Orders:** COD orders delivered by courier are charged a minimum \$10.00 C.O.D. fee. COD orders delivered by common carrier are charged a minimum of \$15.00 C.O.D. fee. The same fee applies to all orders that require a Pick up Cheque service.