

# TECHNI CONTACT

## COMPANY POLICIES

### ORDER PROCESSING

Orders received during business hours are processed within 2 business days.

You can submit your order by email, telephone or directly on our website (access code requirement).

The minimum order value (before applicable sales tax) is \$200.00.

An order confirmation confirming pricing and stock availability will be provided to the email address of the contact who submitted the purchase order.

While Techni+Contact Canada Ltd. strives to ship orders same day, we cannot guarantee this option for orders received after 11:00 a.m. EST.

Orders will be shipped to the address indicated on the purchase order.

Shipment to third party addresses is permitted. To have an order shipped to an alternate party/address, the following information must be provided:

- The company name
- The shipping address (including postal code)
- The name of the primary contact on site
- The telephone number of the primary contact on site
- Any special delivery requirements: tail gate, buzzer code, reduced business hours, etc.

As required by law, sales taxes will be applied in correspondence of the province in which the goods are delivered.

Province	Type	PST/QST	GST	HST	Total Tax Rate
Alberta	GST		5%		5%
British Columbia	GST + PST	7%	5%		12%
Manitoba	GST + PST	7%	5%		12%
New Brunswick	HST			15%	15%
Newfoundland and Labrador	HST			15%	15%
Northwest Territories	GST		5%		5%
Nova Scotia	HST			15%	15%
Nunavut	GST		5%		5%
Ontario	HST			13%	13%
Prince Edward Island	HST			15%	15%
Quebec	GST + QST	9.975%	5%		14.975%
Saskatchewan	GST + PST	6%	5%		11%
Yukon	GST		5%		5%

## ORDER MODIFICATION/CANCELLATION:

- If you need to modify/cancel an order, please contact us as soon as possible at (866)320-9451.
  - Our customer service team will do its best to accommodate your request.
- An order cannot be modified or cancelled once it has left our facility.
  - We can attempt to recall a shipment prior to delivery (no guarantee).

## BACKORDERED/OUT OF STOCK ITEMS

Techni+Contact Canada Ltd. endeavors to fulfill all orders in a timely manner. Unfortunately, supplier delays and global shipping constraints can greatly impact merchandise reception. Considering that reality, backorders will be processed in the following manner:

- Non-stock items: potential substitutions will be recommended at the time of order processing.
  - You will have the option to maintain the backorder or amend the original order.
- Backorders will be maintained in our database for 90 days from the order date.
  - Should the merchandise not arrive within that timeframe:
    - Large items:
      - You will be contacted to confirm whether you would like to maintain the backorder or substitute that product for a similar product (may not be an exact replacement).
    - Small accessories:
      - The backorder will be cancelled from our database.

## SPECIAL ORDERS

Certain manufacturers offer the possibility to have a product custom built to the installation requirements of the integrator/end user. All special requests are processed in the following manner:

- A quote request is submitted to the manufacturer.
  - Once the pricing has been confirmed, a formal quote will be submitted to you.
- Special order terms and conditions:
  - Reception of a formal PO.
  - A full deposit (non-refundable) must be paid prior to submission of the production order.
  - Production lead time: estimate is provided by the manufacturer once the production order has been submitted.
  - Final sale terms: no returns, refunds, exchanges, credits, or order cancellations possible.
  - Coverage: standard manufacturer's warranty.

## SHIPPING

### SPECIAL DELIVERY OPTIONS:

**Special delivery options are always billable.**

Delivery Option	Cost (subject to change without notice)
Appointment scheduling	\$40
Tail gate	\$55
Residential	average \$15 to \$90, depending on the location
Inside delivery/pickup	Quote required
Hand bomb	\$40 per 30-minute increment (minimum)
Show/Event locations	\$80 per hour (minimum 2-hour charge)
Address correction/modification after shipment	Cost of a new delivery
Remote area surcharge	Quote required
Limited access delivery fee	Quote required

### REQUESTS FOR SHIPPING ESTIMATES\*

While final transportation charges are calculated at the time the order is prepared, it is possible to get a shipping cost estimate in advance.

To obtain a shipping quote, you must provide:

- The complete bill of materials.
- The complete shipping address including details such as:
  - Commercial or Residential address
  - Presence of a loading dock
  - Liftgate requirement

***\*Please note the shipping quote is simply an approximation. Fuel surcharges change weekly. The final amount to be charged will be calculated at the time of shipping.***

## REGISTRATION

Techni+Contact Canada Ltd. offers various payment terms and options to its client base (credit reference verification required). The accounting department team can be reached by email at the following address: [credit@technicontact.com](mailto:credit@technicontact.com).

Upfront payment options (taken at time of shipping include):

- Direct Deposit
- E-transfer
- Visa or Mastercard payment (subject to a 3% processing fee).

## ACCOUNT STATEMENTS

Account statements are generated on the 1<sup>st</sup> day of the month.

These are distributed by email to the primary accounting contact listed in the client file.

All open invoices with an open balance are identified in the account statement.