



**GENERAL TERMS AND CONDITIONS - 2017**

**ORDER REQUIREMENTS**

- o Purchase Orders will be acknowledged in writing by TSOC within 2 Business Days
- o Lead Times for Backorders will be confirmed in writing by TSOC within 2 Business Days
- o Discrepancies must be reported in writing to TSOC within 2 Business Days
- o Additional Terms and Conditions submitted by the Customer are Null and Void
- o The enclosed Terms & Conditions of Sale shall constitute the entire Agreement

**PRICES**

- o Prices are published in CANADIAN currency unless otherwise specified
- o Prices are quoted FOB (Mississauga, Ontario) TSOC warehouse
- o Quotations must be issued in writing by TSOC
- o Quotations must be referenced on the Purchase Order
- o Prices are subject to change without notice

**FREIGHT**

- o Purchase Orders will be shipped Collect or 3<sup>rd</sup> Party on Customer Account
- o Purchase Orders must indicate (Courier Name, Account # and Service Level)

**SERVICE CHARGES**

- o \$25.00 Admin Fee applicable to Purchase Orders less than \$100.00 (Non-Stock Products)
- o \$25.00 Handling Fee applicable to Purchase Orders with a Drop Ship address
- o 25% Restocking Fee applicable to Authorized Returned

**MATERIAL STATUS**

- o Special Order materials are non-stock products specifically ordered for a Customer
- o Custom Order materials are non-stock products specifically manufactured for a Customer





### **SAMPLE POLICY**

- o Samples can be ordered at NO CHARGE for evaluation
- o Samples will be entered for inventory and tracking purposes

### **RETURN POLICY**

- o Non-Stock Materials are not eligible for Return
- o Standard Materials ordered under Special Price Agreements are not eligible for Return
- o Standard Materials must be an active part number and purchased within 6 months to be eligible for Return
- o Materials must be sealed in original Factory Package and Resalable to be eligible for Return
- o Freight must be prepaid by the Customer for any Materials authorized for Return
- o Return Material Authorization # (RMA #) must be obtained from TSOC prior to Return
- o Returned materials must be received within 30 Days of the RMA approval date
- o Credit Notes will be issued within 30 Days after receipt and approval of the Returned materials

### **LIABILITY**

- o TSOC does not accept liability for consequential damages due to late, undelivered, incorrectly shipped or defective materials
- o TSOC does NOT guarantee compatibility or performance in conjunction with other manufacturer's products
- o TSOC materials are manufactured to Industry Compliant standards to ensure Quality and Safety
- o TSOC manufactured materials carry a 1 Year warranty period unless otherwise specified

**THIS DOCUMENT SUPERSEDES ALL PREVIOUS AGREEMENTS AND FOR ALL INTENTS AND PURPOSES SHALL SERVE AS OFFICIAL TERMS AND CONDITIONS FOR ALL SALES**

