



General Terms & Conditions

Order Requirements:

- Purchase orders will be acknowledged in writing and processed by TSOC within 2 business days.
- Lead times for backorders will be confirmed in writing by TSOC within 2 business days.
- Purchase orders changes must be acknowledged and confirmed in writing by TSOC.
- Discrepancies must be reported in writing to TSOC within 2 business days.
- Additional terms and conditions submitted by the customer are null and void.
- The enclosed terms & conditions of sale shall constitute the entire agreement.
- A minimum order value (\$100) is required to process a Purchase Order.

Prices:

- Prices are published in CANADIAN currency unless otherwise specified.
- Prices are quoted FOB (TSOC Warehouse - Mississauga, Ontario).
- Special Price Agreements reference must be indicated on Purchase Orders.
- Prices are subject to change without notice.

Freight:

- Purchase orders will be shipped collect or 3rd party on customer account.
- Purchase orders must indicate (Courier name, account # and service level).

Service Charges:

- \$25.00 handling fee will be applied to purchase orders with a drop ship address.
- 25% restocking fee will be applied to authorized return Material status.
- \$25.00 admin fee will be applied to purchase orders less than \$100.

Material Status:

- Standard materials are in-stock products.
- Special Order materials are non-stock products specifically ordered for a customer.
- Custom Order materials are non-stock products specifically manufactured for a customer.

Note: Prices and Availability are subject to change due to the supply chain disruption caused by the global COVID-19 emergency.

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Transglobal Systems of Canada Inc.
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Email: cust_serv@tsoc.com



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Sample Policy:

- Samples can be ordered for evaluation purposes.
- Samples will be entered for inventory and tracking purposes.
- Samples must be returned to avoid sample charges.

Return Policy:

- Return Material Authorization (RMA #) must be obtained prior to return.
- Returned materials must be received within 30 days of the RMA approval date.
- Materials must be sealed in original factory package and resalable.
- Freight must be prepaid by the customer for any authorized returned materials.
- A credit note will be issued after receipt and approval of the returned materials.
- Special Order/Custom Order materials are not eligible for return.
- Standard materials ordered under special price agreements are not eligible for return.
- Standard materials purchased within 6 months with RMA # can be returned.

Liability:

- Materials specifications and part numbers can be altered, substituted or updated.
- All materials are manufactured to industry compliant standards to ensure quality and safety.
- No guarantee of compatibility or performance when combined with other material brands.
- No responsibility for consequential damages caused by late, undelivered, incorrectly shipped packages or defective materials.
- This document supersedes all prior agreements and constitutes the final terms and conditions for all sales.

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