



www.tsoc.com

Transglobal Systems Of Canada Inc.

#39 - 6635 Kitimat Road

Mississauga, Ontario L5N 6J2

Email: cust_serv@tsoc.com | Tel: 905-813-8762

TERMS
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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).
- Shipments outside Canada can be subject to local Taxes, Brokerage, Customs Duties, Tariffs, and other fees not included in the shipping costs and will be the sole responsibility of the receiver.

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.

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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.

R051325

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