

# TERMS & POLICIES

Revised 10/17/17



## **JOBBER QUALIFICATION**

Pricing will be based on volume purchases when accounts are set up. A minimum volume requirement will be determined by the Sales Manager. Purchases will be reviewed annually.

## **PARTS PRO**

Become a Parts Pro Performance Centre. Join other Parts Pro Members in this great marketing program.

- Inclusion in vendor programs
- Tabloids with your company's logo
- Listings on dealer locator
- And many other opportunities.

Memberships are available, however certain requirements must be met.

## **TERMS OF SALE**

All orders will be shipped C.O.D. unless prior arrangements have been made. All accounts must provide Karbelt with the following forms completed and signed: Account Application, a Personal Guarantee or Credit Card Authorization (Visa/MC), and if applicable the HST number.

## **PAYMENT TERMS**

All new accounts start with VISA or Mastercard payment in full before delivery. All payments on open accounts must be received by the 15<sup>th</sup> of the month following.

## **CREDIT LIMITS**

Karbelt will establish a credit limit that will be reviewed from time to time. Once credit limit status has been reached, your account will go on shipping hold. A payment will be required before orders can be released.

## **PRIVACY POLICY**

We will not give out any personal or corporate information without prior written permission from our customers.

## **PAST DUE ACCOUNTS**

If payment in full is not received by the 15<sup>th</sup>, all orders will be placed on shipping hold until the account is paid in full, including service charges. A service charge of 2% per month will be added to all past due accounts.

## **RETURNED CHEQUES**

Accounts will be charged a \$25.00 handling fee for each and every returned cheque. Replacement cheques must be certified.



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## REFUSALS

All shipments refused by you will have a \$25.00 handling charge and applicable freight charges billed to your account and must be paid before additional shipments can be made.

## PRICE CHANGES

Current Up-to-Date Pricing & Product Availability can be found on the Karnet website. Due to U.S. exchange fluctuations, prices are subject to change without notice.

## ORDERS

Our sales desk hours are Monday - Friday 8:30 am - 5:00 p.m. EST. Internet ordering is available 24 hours/7 days a week. Each and every shipping document (packing slip) printed will be considered an order, and invoiced according to these terms and policies. The customer assumes all responsibilities for orders or parts ordered without part numbers whether by telephone, fax or by Internet.

## BACKORDERS

Backorders will not be held unless requested by the customer. Some backorders may require deposit or payment in full before we will place the order with the manufacturer.

## SPECIAL ORDERS

Special orders cannot be cancelled once accepted by the manufacturer. All inbound freight, handling and brokerage charges are additional on all special orders. All special orders are subject to freight and handling charges from the manufacturer. I.E. Any "small package" order requesting expedited processing will be charged a Federal Mogul \$8.00 per order Distribution and Handling Adjustment fee. Some special orders may require deposit or payment in full before the order can be placed with the manufacturer.

## EXPRESS CHEQUE

There is a \$15.00 express cheque fee for all customers requesting express cheque delivery.

## DELIVERY

All orders placed by 5:00 pm will ship the same day. Please give us twenty-four hours notice for transport deliveries. Karbelt cannot be responsible for courier delays due to inclement weather or carrier issues.



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## FREIGHT

Freight has always been a difficult expense to calculate with the addition of cubing and fuel surcharges.

Minimum Ship Order for Flat Fee, see chart below, otherwise full freight will be charge to customer.

Province (of Customer)	Minimum Order	Flat Courier Charge
Ontario or Quebec	\$300.00	\$16.50
All Western or Maritime provinces	\$600.00	\$16.50

These minimum order amounts will be reviewed seasonally and the charges are based on current fuel and freight charges at time of printing and will be reviewed and revised as necessary.

Orders will be sent via Karbelt's choice of carrier. Promotional materials are subject to actual freight charges. Oil requires special handling charge. All NOS bottles must be shipped empty. Oil, chemicals, spray paint, and gas shocks cannot be shipped air. Some items including but not limited to crankshafts, exhaust kits, subframe connectors, roll bars, hoops/tubing, cases of paint, seats, wings, select headers, roll cages, fuel cells, and fuel jugs may require extra freight charges if cubed by the freight companies.

## LOST SHIPMENTS

Responsibility of merchandise transfers to the buyer upon carrier's signature. All claims of lost merchandise must be made directly to the delivering carrier.

## SHORTAGES /SHIPPING ERRORS

All shortages /shipping errors must be faxed to Karbelt within 24 hours of receipt of shipment. Fax (905) 619-6659.

## DAMAGE CLAIMS

Karbelt will not accept merchandise for return as a result of freight damage. Make a notation on the delivery slip of freight damage and have the driver sign. Retain a copy for your records. Your signature indicates receipt of merchandise in good condition, unless otherwise noted. Notify the Claims Department of the freight carrier immediately of all damaged merchandise. If you experience problems with initiating a freight claim, Karbelt will assist you in dealing with the freight company. Complete details of all claims should be faxed to Karbelt. Fax (905) 619-6661.

## RETURNS

Requests for RA numbers must be made by fax within 90 days of purchase. All merchandise to be returned for stock adjustment/warranty must have prior written authorization. Items must be received in saleable condition otherwise repackaging fees will be applied. Shipments returned without an RA number marked clearly on the outside will be refused by our Receiving Department. All returns must be shipped freight prepaid. **Cardinal is not an accepted courier; it will be refused.**



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Print the RA number on the shipping box(es), not the original package box, and indicate the number of box(es) in your shipment. Once an RA has been issued no additional items may be added. A new RA number would be required for additional items.

**All returns must be offset with an order equal to or greater than the value of the returns. No RA numbers will be given until the offset order is received.**

## **DEFECTIVE MERCHANDISE**

Karbelt will honour defective merchandise for return as outlined in the appropriate manufacturers warranty policy.

Defective merchandise is subject to inspection by the manufacturer. Merchandise will be replaced once authorized by the manufacturer. No credit will be issued.

## **STOCK ADJUSTMENTS**

Jobbers will be allowed to return an amount not to exceed 5% of the previous year's purchases. Returns may be subject to \$10 processing fee and a 20% restocking charge.

All merchandise returned must be in the original package, unopened, and in resalable condition. Products must have been purchased in the last 90 days. Packages must be clean, free of stickers, price tags and must not have been written on.

There is a 20% restocking charge for all Federal Mogul parts and/or Ford Motorsport parts returned.

Discontinued and non-stocking merchandise cannot be returned.

**Do not deduct your returns from your remittance unless a credit is received.**

**Proper fitment and/or application of products are the sole responsibility of the purchaser and/or the installer.**

**Karbelt will not be responsible for failure or any consequential damage, for any damage or loss caused by delays, arising from any cause whatsoever, (labour, freight, etc.) incurred in the replacement or repair of a defective or misused part, nor for any labour incurred if parts are boxed incorrectly.**

**All products manufactured for off-road use only.**

