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- DCN—pots, saucers, Dura Cotta, Harmony, Azura urns, **In Season selection ONLY**
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# 2015 Terms & Conditions



## Terms:

Customers that have established satisfactory credit with Westland Ltd. will receive dating terms of May 20, 2015 for all **Booking** orders. These same customers will receive terms of net 30 from date of delivery on all **In Season** orders. Overdue accounts will bear interest at the rate of 2% per month following. Overdue accounts will be put on COD until payment is received and will be returned to terms on Westland approval. A valid business license is required to purchase at wholesale prices. Booking Deadline is November 21, 2014. May Dating privileges may be revoked if payment not received by the dating deadline. **All Booking orders must ship by April 17, 2015 to be eligible for Booking Prices.**

## New Customers:

To establish credit, a credit application must be completed and returned to Westland Ltd. for approval. Please provide satisfactory trade references. Until approved, all terms will be COD. Upon approval, COD terms will continue for the first 2 orders.

## Payment:

Cheque or money order. All returned checks will be charged a \$50.00 handling fee and credit terms will be revoked. **Visa or Mastercard are accepted for COD orders only.**

## Prices:

Booking prices are in effect from October 01, 2014 to November 21, 2014. Booking prices will not be honored for late orders. Late orders will be charged In Season prices. Items marked NA are not available In Season. In Season prices are effective until October 1, 2015. Due to the extreme volatility of fuel costs at the time of publishing, prices are subject to change. We have attempted to provide you with the most up to date prices at the time of publication. All pricing discrepancies should be reported immediately to our office. **G.S.T. # 850358250- RT0001.** Prices do not include GST or HST.

## Fuel Surcharge:

**A fuel surcharge of 1% of Invoice will be applied to all prepaid orders.**

## Fill Rate:

It is our intention to keep sufficient stock of products listed **In Season** throughout the selling season.

## Back Orders:

Due to freight costs, back orders will be limited to two shipments per customer. Available backorders will be shipped the weeks of April 13, 2015 and May 4, 2015 at Westland's discretion. Backorders remaining after these two dates will be cancelled and your sales representative will be notified. Backorders are not available for bulk products.

## Returns:

No returns are accepted without prior authorization from your sales representative. All returns are subject to a 20% restocking fee. Full cases only may be returned in the original packing carton. All returns must be in saleable condition – clean, individual packing intact, no pricing sticker applied. Return of damaged or defective products will not be accepted. All returns must be returned pre-paid to our Rockyview County warehouse with proper documentation attached including return authorization number.

## Claims:

Merchandise leaves our facility in good condition. For FOB destination, all claims for damages must be reported within 7 days of receipt. Claims for orders that are FOB Shipping Point will need to be processed through the transportation company tendered. Any products that may arrive damaged must have photographic documentation and all proof must be emailed to [claims@westlandltd.com](mailto:claims@westlandltd.com) for review and approval. Claims reported after the 7 day time allowance may be subject to a 20% administration fee.

Claims for shortages must be reported to [claims@westlandltd.com](mailto:claims@westlandltd.com) within 48 hours of receipt of orders. Shortages reported after the 48 hour time allowance will be subject to a 20% administration fee.

## Warranty:

Other than warranties expressed directly by the manufacturer, Westland Ltd. makes no claims as to the suitability or endurance of products. Products that are manufactured by Westland Ltd. hold a one year manufacturer warranty – year is calculated on order shipping from Westland's warehouse – not from time of retail purchase.



# 2015 Freight Policy



## Freight Policy

### Cased Goods:

All Décor items, cased products, indoor soils, soil amendments, cased and full pallets of fertilizers are considered “cased goods” for the purposes of the 2015 Freight Policy. An order will be shipped prepaid, provided it meets the minimum order value before GST/HST is applied.

#### Alberta

minimum order value of \$1,000

#### British Columbia, Saskatchewan, Manitoba, Ontario

minimum order value of \$1,500

#### Quebec, Maritimes, NWT, Yukon, Nunavut

FOB Westland Ltd., Rockyview County, AB

Pet care products may be ordered to meet “Seasonal” prepaid minimums.

Power tail gate equipment is **NOT** available for deliveries. The customer is expected to have a pallet jack and/or forklift for unloading trucks. Customers must request any special delivery requirements from Westland, prior to their order being shipped. Any accessorial charges for these requirements will be charged to the customer.

In order to continue to offer prepaid deliveries and keep our prices competitive, Westland Ltd. reserves the right to schedule deliveries by service area. For example, Northern Alberta may be delivered the first week of March, Southern Saskatchewan may be delivered the second week of March, etc. Delivery weeks may be announced at a later date by your Westland Sales Representative.

### Bulk Products:

1. **A truckload is 24 pallets** – limited to one drop.

- Drop shipments are available, within city limits of first drop, at a cost of \$100 per drop.
- Westland will determine the equipment type required unless otherwise specified
- Power tail gate equipment is **NOT** available for deliveries. The customer is expected to have a pallet jack and/or forklift for unloading trucks.

2. Most bulk products are sold on CHEP pallets. Please sign and return the CHEP Agreement (at the back of this section) if you are not a current CHEP Distributor. **NON-CHEP customers will be invoiced \$25/pallet in all zones.**

3. Prepaid delivery is included on a Truckload order to customers in Zone A only. Truckload orders for all other areas, please refer to the 2015 Bulk Freight Zones chart.

4. For less than truckload (LTL) orders, there will be a freight charge per pallet for all Zones, please refer to the 2015 Bulk Freight Zones chart.

5. Items that may be included with Bulk orders to meet pallet minimums are as follows (all pallets will incur the applicable freight surcharge):

- Products sold in full pallets.
- Soil or fertilizer sold on ½ or ¼ pallets can be combined to create 1 pallet (ie. two ½ pallets = 1 pallet, four ¼ pallets = 1 pallet, one ½ pallet + two ¼ pallets = 1 pallet).
- 35 cases of any combination of indoor soils, soil amendments and cased fertilizers will be considered 1 pallet (excludes any liquids, products that are fragile or that are temperature sensitive).
- **Orders that include ‘cased goods’ and bulk pallets will be shipped in an enclosed trailer (‘van’).**

7. There are NO backorders on Bulk orders. Should Westland not be able to supply all products for an order, attempts will be made to contact the customer prior to shipping to discuss possible options.

### Collect Shipments:

The customer will be responsible for choosing the carrier and making the arrangements with the Westland Warehouse for pick up at our Rockyview County warehouse. Westland can provide a list of suggested carriers who take credit card payments or who provide COD freight service if required. Westland does not guarantee service from the carriers whose names are provided.

During the period of March to June, we require a minimum of 48 hours notice to process an order for pickup at our Rockyview County warehouse.

Westland will store picked orders for 7 days, from the date that the customer is first notified that their order is available for pickup. After 7 days, the product will be returned to stock, and a restocking fee of \$20.00 may be charged.



# 2015 Bulk Freight Zones



<b>NON-CHEP customers will be invoiced \$25/pallet in all zones.</b>		<i>Freight Charge per Pallet</i>			
<i>Zone</i>	<i>Boundaries</i>	<i>Truckload 24 pallets</i>	<i>13 to 23 pallets</i>	<i>8 to 12 pallets</i>	<i>4 to 7 pallets</i>
<b>A</b>	40 kms East & West of Hwy #2, from Calgary to Edmonton, including but not limited to the towns of Cochrane, Dewinton, Okotoks, Airdrie, Strathmore, Red Deer, Sylvan Lake, Spruce Grove, Ft. Saskatchewan, St. Albert & Sherwood Park	0	\$20	\$30	\$55
<b>B</b>	Southern Alberta – Hwy 9 South to US Border (excluding Zone A)	\$30	\$50	\$75	\$115
<b>C</b>	Central & Northern Alberta – Hwy 9 North to Hwy 55 Cold Lake (excluding Zone A)	\$50	\$70	\$100	\$210
<b>D</b>	Northern Alberta – North of Hwy 55	Contact your Westland Sales Rep			
<b>E</b>	All of Saskatchewan	\$50	\$70	\$100	\$210
<b>F</b>	Winnipeg (within city limits)	\$70	\$90	Contact your Sales Rep	
<b>G</b>	All of Manitoba (excluding Zone F) and NW Ontario	Contact your Westland Sales Rep			
<b>H</b>	South Eastern BC – Columbia Valley (South of Hwy 1), including but not limited to the towns of Golden, Invermere, Cranbrook & Fernie	\$38	\$50	\$75	\$115
<b>I</b>	South Central BC – Okanagan Valley (South of Hwy 1) including but not limited to Vernon, Kelowna, Kamloops, Penticton, Revelstoke & Salmon Arm	\$38	\$50	\$75	\$115
<b>J</b>	South Western BC – Lower Mainland from Hope to Pacific Ocean, along Hwy 1	\$50	\$70	Contact your Sales Rep	
<b>K</b>	Vancouver Island, Northern BC (North of Hwy 1), Yukon, NWT, Nunavut	Contact your Westland Sales Rep			

**Pickup Allowance — \$20/pallet — 4 pallet minimum**