

# Terms & Conditions Pet Products

Rev. Mar 2013

- New Customers:** To establish credit, a credit application must be completed and returned to Westland Ltd. for approval. Until approved, all terms will be COD.
- Payments:** Westland Ltd. accepts cash, cheque, VISA or MasterCard. Returned checks will be charged a \$50.00 handling fee and credit terms will be discontinued.
- Prices:** Prices are in effect from April 15, 2013 and are subject to change without notice. All pricing discrepancies should be reported immediately to our office. GST/HST # 85035 8250 RT0001. Prices do not include GST or HST
- Back Orders:** Due to freight costs, backorders will not be maintained and customers may order those items with their next order.
- Returns:** No returns are accepted without prior authorization from your sales representative. All returns are subject to a 20% restocking fee. 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 Rocky View County warehouse with proper documentation attached including return authorization number.
- Claims:** Merchandise leaves our facility in good condition. For FOB destinations, 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 product(s) that may arrive damaged must have photographic documentation and all proof must be e-mailed 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 and may not be accepted.
- 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 the time of retail purchase.
- Pet Supplies & Treats** 1) Minimum order value \$100 (can not include Pet Food)
- Freight Policy:** 2) An order will be shipped freight prepaid, provided it meets the minimum order value before GST/HST are applied.
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| <b>Alberta</b>                                       | <b>\$200</b> |
| <b>British Columbia, Saskatchewan &amp; Manitoba</b> | <b>\$300</b> |
- 3) All orders less than prepaid minimum will be shipped for a fee of \$30 or may be picked up with 48 hours notice.
- 4) Orders will be picked and shipped within 48 hours of receipt.
- Pet Food** 1) Other pet products sold by Westland can be added to Food order(s) to meet order minimums
- Freight Policy:** 2) An order will be shipped freight prepaid, provided it meets the minimum order value before GST/HST are applied.
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| <b>Alberta , Saskatchewan &amp; Manitoba</b> | <b>\$500</b>   |
| <b>GVA to Chilliwack, &amp; Interior BC</b>  | <b>\$750</b>   |
| <b>Vancouver Island &amp; Sunshine Coast</b> | <b>\$1,000</b> |
- Collect Shipments:** The customer will be responsible for choosing the carrier or courier and making the arrangement with the Westland Freight Co-ordinator for pickup at our Rocky View County warehouse. We require a minimum of 48 hours notice to process an order for pickup.
- 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.