



Entrepôt de distribution en gros de pièces et accessoires d'autos, camions et remorques / Auto, truck and trailer parts and accessories, warehouse and wholesaler

## GENERAL POLICIES

- A 24 hour period is required to process the credit application
- Prices are subject to change without prior notice.
- Payment terms are net 25 days of next month.
- Taxes are not applied to price lists.
- All prices are in Canadian funds unless otherwise stated.
- Transit Warehouse will not be liable for costs other than the purchase price of the product sold.
- Applications and reference numbers are a courtesy of Transit Warehouse and are to the best of our knowledge; however we do not take responsibility for any mistakes or misprints regarding this information.

### Returned Merchandise:

- All merchandise being returned must be approved by our Customer Service Representative or our Sales Representative in your area. An RGA (Returned Goods Authorization) number will be given to you for the return. This number should appear on all the boxes containing the merchandise to be returned. All merchandise returned without prior authorization will be returned.
- An authorization to return merchandise does not mean a credit will be issued.
- All returns must be Freight Prepaid.
- We do not apply handling fees on returned merchandise as long as the merchandise is current, in resalable condition, and in its original package.
- In the event where replacement packaging is needed and available, a 10% will be applied. If no packaging is available the merchandise will be returned.
- All merchandise returned with a purchase date of over 1 year will be refused.
- All new merchandise returned with a purchase date of over 6 months will be credited at the selling price the date the merchandise was returned.
- We reserve the right to request a proof of purchase in order to issue a credit.



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### **Claims:**

- If packages are damaged or missing upon reception, this information must be clearly marked on the bill of lading before you accept the packages. A claim must be filed with Transit Warehouses within 24 hours of the reception. If in doubt, unpack and inspect merchandise before signing the bill.
- All claims regarding damaged or missing merchandise, invoicing errors and shipping errors must be made within 5 days of the purchase invoice date.

### **Freight Policy:**

- All orders are shipped within 24 hours after the time of reception of the order.
- All fees related to specific transportation request will be billed to the customer. (Ex. Weekend shipments, express delivery, hazardous materials, second deliveries)
- The following provinces require an order of \$500 minimum before taxes to be shipped Prepaid. Note: All prepaid amounts are subject to change depending on regions accessibility.
  - Quebec
  - Ontario
  - New Brunswick
  - Nova Scotia
  - Prince Edward Island
- The following provinces require an order of \$1000 minimum before taxes to be shipped Prepaid. Note: All prepaid amounts are subject to change depending on regions accessibility.
  - Manitoba
  - Saskatchewan (certain exceptions apply)
  - Alberta (certain exceptions apply)
  - Newfoundland & Labrador
- All prepaid shipments will be sent by the transportation company of our choosing.



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## Warranty Policy :

- Customer must verify that the parts were purchased from Transit Warehouse.
- All our parts are guaranteed for three months after re-sale date, with proof of re-sale.
- The following are guaranteed for one year after re-sale date, with proof of re-sale.
  - Flexpipes
  - Bearings & hub assemblies
  - Chassis parts (tie rods, balljoints, strut mounts, etc.)
- Broken bulbs of any kind will not be accepted as defective.
- Transit Warehouse will honour all warranties as stated on the manufacturers packaging. If a replacement part can't be supplied, the purchase cost will be reimbursed.
- Warranties do not apply to improperly installed, misused, neglected, modifier or machined parts.
- In no event will Transit Warehouse be liable for repair costs or towing fees, whether or not based on warranties.
- All warranties will be null and void if not used within the vehicle or part manufacturers recommendations.
- All returned items must be accompanied with a copy of your re-sale invoice.
- In the event that tie item can be repaired, the item will be repaired and returned.



### QUÉBEC

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