



## TERMS AND CONDITIONS

### CANADA

**MINIMUM ORDER:**

All orders must meet a minimum order value of **\$200 Net**.

**MINIMUM QUANTITIES:**

We are not able to ship in less than Full Inner Box quantities as stated under the "Order Unit" section on our official price list/order form.

***We will automatically increase or decrease order quantities to conform to this requirement. Please note that EDI orders will automatically be decreased to conform to our MOQ requirements.***

**F.O.B. POINT:** All orders equal to, or over **\$600 Net** will be shipped freight prepaid, at our expense, to all destinations within Canada. We reserve the right to select the method of transportation for all shipments. **Customers will be charged for any special shipping or handling request.** Orders which do not meet our freight prepaid policy will be shipped lowest rate unless customer specifies otherwise.

**LEAD TIME:** 2 Business days from receipt of final approved order. EDI orders are processed by the ship date on transmitted order.

**TERMS OF PAYMENT:** All sales within Canada are **Net 30** days and **payable in USD** unless otherwise agreed upon. Terms are subject to change without notice.

**RETURNS:** All requests for the return of merchandise must be submitted no later than six (6) months after date of invoice.

**No merchandise may be returned for credit unless advance approval and a return authorization is given by the company.**

All returnable merchandise must be in original containers and in resaleable condition. If a return is authorized for reasons other than product deficiency or errors on our part, the merchandise will be subject to a **handling and restocking charge of 15%** of the original invoice value of the products returned, plus shipping charges to and from our warehouse.

**Discontinued products cannot be exchanged or returned for credit.** American Tombow, Inc. reserves the right to deny any return or exchange if all conditions are not met or charge a 15% handling and restocking charge on the total value of the return.

**CLAIMS:** All shortage claims, non-delivery of shipments, or reports of damaged goods must be reported to the delivering carrier as well as the consignor at [receivables@tombowusa.com](mailto:receivables@tombowusa.com) at the time of delivery.



All boxes must be accounted for before signing the delivery free and clear. Shipments with multiple packages are labeled (1 of 2, 2 of 2, etc.).

We will always endeavor to make prompt and complete shipments of orders but must reserve the right to make partial shipment or cancel the complete order or any unfulfilled portion without obligation on our part.

All orders are subject to acceptance by us in whole or in part and such acceptance cannot be considered any guarantee or promise of shipment by any specific date in any quantity or at any specified price.

Orders are subject to Government requirements, regulations and our ability and the ability of our suppliers to obtain labor, supplies, and raw materials.

We reserve the right to make changes in prices, discounts, specifications, finishes, styles, or packaging without notice and without obligation on any merchandise previously supplied or to be supplied in the future and to apply such changes on any orders previously placed with us and remaining either fully or partially unfilled at the time such changes are made.

#### **CONTACT INFORMATION**

##### **CUSTOMER SERVICE:**

**PHONE (TOLL-FREE):** 866-842-9740, ext. 511

**FAX:** 678-318-3347

**E-MAIL:** [orders@tombowusa.com](mailto:orders@tombowusa.com)

##### **ACCOUNTS RECEIVABLE:**

**PHONE:** 678-318-3344, ext. 218

**FAX:** 678-318-3347

**E-MAIL:** [receivables@tombowusa.com](mailto:receivables@tombowusa.com)

##### **PHYSICAL ADDRESS:**

355 Satellite Blvd NE, Suite 300  
Suwanee, GA 30024 USA

##### **WEBSITE:**

TombowUSA.com

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