

# TRADE POLICY

## BUSINESS HOURS

Our regular business hours are 7:30\*am to 4:30\*pm  
Monday through Friday.

## TERMS

Our terms are Net 30 days for all customers with an account. Customers who do not have an account can pay by cash, debit, cheque, VISA, or MasterCard.

## DELIVERY

Freight is F.O.B. from our branch locations unless stated otherwise. Regular freight is prepaid ground on consumable products (e.g. tooling and such - excludes coolant, lubricants and parts) in BC, Alberta, Saskatchewan and Manitoba, on orders over \$150 provided the weight is less than 50 pounds, and provided the order ships complete.

## SHIPMENT DISCREPANCIES

We must be informed of all shipping discrepancies within five days after receipt of invoice or merchandise, whichever arrives first. If there are any shipping damages, it is the customer's responsibility to make a claim against the carrier upon receipt of goods. Do not sign for goods until they have been inspected.

## GUARANTEES

All items are fully guaranteed. At our discretion we will replace, refund, or extend full credit for any defective item returned within 60 days of purchase.

## RETURNS AND CANCELLATIONS

To accelerate the processing of your return, please contact one of our Customer Service Representatives with the invoice number and purchase date of your item. All items being returned must be in the original packaging and saleable 'as new' condition. Refunds will not be issued until the goods are inspected. Freight is to be prepaid unless agreed otherwise. Restocking charges may apply. Goods returned without a return authorization may be refused.

**Stock Items** - A full refund will be given for stock items if they are returned within 30 days of purchase.

**Non-stock & Defective Items** - require our supplier's approval before they can be accepted for return.

**Non-Returnable Items** - Custom welded bandsaw blades, special, or custom items cannot be cancelled once ordered and are not eligible for refund or return.

## SERVICE AND PARTS

We have fully qualified technicians available to maintain the equipment we sell. Please call our Service Department at 604-207-3100 or 866-779-2131.

## MACHINE TOOL WARRANTY

New machinery is subject to the manufacturer's warranty. Wear parts such as belts and hoses, which are expected to be replaced due to normal usage, are not covered. The customer is responsible for travel expenses for warranty repairs more than 100 kilometres from a Thomas Skinner branch location (including Vancouver Island and the Sunshine Coast). All warranties expressed are solely that of the manufacturer. This warranty does not cover failure resulting from improper installation, misuse, or any other operation that would not be in accordance with instructions provided.

## CASH SALES DEPOSITS

Any cash sale for a non-stock, special, or custom item requires a 25% non-refundable deposit. Custom welded band saw blades must be paid in full at the time of order.



\* Pacific Time

† Hours may vary by Branch