



## Terms, Policies and Conditions

Effective January 1, 2011

### Payment Terms:

- All new orders are payable by credit card (Visa, Mastercard) or payment in advance of shipment
- Payment terms of Net 30 Days OAC (credit application to be completed)
- Accounts will be charged \$ 25.00 for any NSF cheques returned for any reason
- A 2% per month Late Payment Charge will be applied to all past due accounts (24% per annum)
- Tree-Free VOCEC reserves the right to suspend shipment of product for all overdue accounts
- All product remains the property of Tree-Free VOCEC until payment is received and processed.

### Displays

- Please refer to the Canadian Wholesale Price List for display pricing and applicable discounts that are available
- The customer is responsible for all shipping costs related to displays

### Shipping

- Tree-Free VOCEC ships orders via Federal Express Ground Service and/or Canada Post
- All shipping costs are the responsibility of the customer and will be reflected on customer invoices (including any extra charges for express shipments) - FOB Kingston
- Standard shipping days are each Tuesday and Thursday, however, rush shipments can be done at any time

### Back-orders

- Tree-Free VOCEC will automatically generate a back order if the total value of product exceeds \$50.00
- Customer must notify Tree-Free VOCEC to cancel B/O **within 2 business days** of receipt of the original shipment.
- Shipping costs related to back-order shipments will be at Tree-Free VOCEC's expense if it is not shipped with an additional order

### Partial Shipment

- Tree-Free VOCEC retains a large inventory of product, however, some items are considered non-stock and may take up to two-weeks for delivery
- Tree-Free VOCEC reserves the right to partially ship orders.
- Shipping charges associated with partial shipments are the customer's responsibility.
- Please let us know if you prefer to wait until your entire order is ready to ship.

### Order cancellation/changes/refused orders

- Any order changes or cancellations must be received and acknowledged by Tree-Free VOCEC
- In the event an order has been shipped and is in transit to the customer, the customer will be responsible for all shipping charges
- All refused orders will be subject to a 20% restocking fee – **NO EXCEPTIONS**

### Returns - PLEASE READ

- Returns are only applicable to standard Tree-Free Greetings products
- Damaged or errors in shipments **MUST** be reported **within 5 business days** of customer's receipt of the shipment
- Credits will only be issued once returned merchandise is received and inspected.
- 100% exchange policy is used for damaged product replacement
- ❖ **Product returns must be done within One Year of the original purchase date with the following credit conditions:**
  - **Product returned within 6 months of original purchase date will receive 100% account credit**
  - **Product returned after 6 months and up to One Year of original purchase date will receive 80% account credit**
  - **After One-Year, no product return will be accepted nor credit issued.**
- Returns will not be accepted nor credits issued for part packages (ie. 4 gift bags from a package of 6)
- All shipping costs related to returns are the responsibility of the customer with the exception of errors in shipment, which will be covered by Tree-Free VOCEC from our warehouse to the customer.

\*\*\* Return Merchandise Authorization (**RMA**) number should be obtained from Tree-Free VOCEC for all returns prior to returning any merchandise. Returns without RMA numbers may be returned to the customer at the customer's expense.

**Tree-Free VOCEC, 525 Montreal Street, Kingston, ON K7K 3H9**  
**Ph: 613-531-4912 or 1-888-501-4912 Fax: 613-531-4119 Email: tfvocec@kingston.net**

