

## SHIPPING AND RETURNS

### SHIPPING

We normally ship by Canada Post as detailed below. We can also use, where they have accounts set up, customers' own couriers.

CANADA - We have arranged new lower postal rates with Canada Post. Unless otherwise instructed, we will ship Canada Post by expedited parcel post (with COD if required). For next day delivery to most major centres we offer Priority Post.

Orders over \$500 excluding tax and shipping, will be shipped free by expedited parcel post. This is subject to the postage cost not exceeding 10% of the cost of the goods. This situation would only occur if the parcel was very large or heavy. For example if the shipping charge was \$65.00 and the value of the goods \$550.00 we would charge a postage charge of \$10.00

USA - Orders will be shipped by insured parcel post (approximately 5 days delivery to major centres) . For orders over \$500 Canadian, we will ship post free, subject to the overage provision detailed above.

LOST OR DAMAGED GOODS - Check your goods carefully against the invoice enclosed in the parcel. If anything is missing or damaged contact us for instruction. **DO NOT DISCARD THE PACKAGING**

### RETURNS

- ***PLEASE READ CAREFULLY - We want you to be fully satisfied with the products you buy.***

Any **REGULAR STOCK** parts you receive from us can be returned for a full refund (no re-stocking charges) **within one month of receipt**. **SPECIAL ORDER** parts which we get in for you from other suppliers are not returnable unless they are incorrect or the subject of warranty claims. **We will not refund shipping charges.**

### **CUSTOMERS IN THE USA PLEASE NOTE—DO NOT SHIP ANYTHING TO US BY UPS, IT WILL BE RETURNED TO YOU.**

We would have to pass their customs brokerage and related charges on to you and these amounts can be quite substantial. Please use regular mail service.

**Products which have been cut to length specially for you, e.g. gas line, oil line and bulk control cable cannot be returned. We will not accept returns on literature or CD ROMS.**

If you want to return a catalogue item outside the one month limit or a special order item we may (at our discretion) agree to a refund but will not be prepared to pay more than the wholesale value of the part.

All parts returned must be in new and undamaged condition.