



# PROMAG ENVIRO

## Water & Waste Water Treatment Supply

### TERMS AND CONDITIONS

#### SHIPPING - GENERAL:

If at any point in the order process you have questions about shipping, please contact us by:

Email: [sales@promagenviro.com](mailto:sales@promagenviro.com)

Toll Free Phone: 1-866-449-2781 M-F 9am-5pm PST.

The cost of shipping products can be substantial. To provide you with the very best value on each order, Promag Enviro goes beyond the norm to offer free shipping to customers in Canada and the USA with orders over \$50, some rare exclusions apply. By comparing the complete cost of the product, inclusive of shipping, from another source you will find that Promag Enviro will provide you with the overall best value. Of course, if there is a preferred courier that you wish to ship your product with, simply specify your account on the order and we are happy to cater to your requests. Title and risk of the product shall be determined in accordance with the International Commercial terms, INCOTERMS, currently in effect and as referenced in Promag Enviro's invoice to you. There are some towns where additional shipping charges apply, our call center can help you quickly determine these charges. Promag Enviro retains the right to decline free shipping for any reason and will contact the customer immediately to determine the best shipping solution.

#### SHIPPING – DEADLINE, DATE REQUESTS, MULTIPLE ADDRESSES AND RETURNED PRODUCTS:

Complete orders submitted through [www.PromagEnviro.com](http://www.PromagEnviro.com) on a regular business day, Monday to Friday, before 2:00pm PST are generally shipped the same day based on availability. Specific delivery day or time of order delivery can be requested, however, this is variable based on your order time, courier requested, delivery service requested, and weather conditions on route. For each unique shipping address a new distinct order must be submitted. Any orders that are returned by the shipping courier as undeliverable, for any reason, will be held by Promag Enviro for 30 days from the time of undeliverable return. Promag Enviro does not ensure the ability or delivery protocol of local couriers for customer provided shipping addresses. Promag Enviro will attempt to contact the buyer of the undeliverable order to correct the undeliverable shipping address. Upon the expiration of the 30 days from the time of undeliverable return the product's price will be credited to the customer's account or credited back to the credit card provided at time of purchase. For re-shipment of orders returned by the courier as undeliverable the additional shipping cost of re-shipping the order will be billed to your account or on the credit card provided at time of purchase. Restocking fees may apply if order is cancelled.

## **CUSTOMER ACCOUNT APPROVAL:**

To establish an account with [www.PromagEnviro.com](http://www.PromagEnviro.com), please fill out the credit application and submit it by:

Email: [sales@promagenviro.com](mailto:sales@promagenviro.com)

Toll Free Fax: 1-866-504-3264 M-F 9am-5pm PST.

Once your credit application is approved, you can begin purchasing at [www.PromagEnviro.com](http://www.PromagEnviro.com) using your login username and password. Please note that we accept Cheque, EFT, or Cash payment on approved credit accounts with Net payment terms.

## **RETURN POLICY:**

Is the product purchased not what you expected? Did you purchase the wrong size or color? We will be happy to help you, please contact us with any questions by:

Email: [sales@promagenviro.com](mailto:sales@promagenviro.com)

Toll Free Phone: 1-866-449-2781 M-F 9am-5pm PST.

All custom systems and any other products, as determined at the prerogative of Promag Enviro, are non-cancellable and non-refundable. All other new, unopened and unused products may be returned, for any reason within 30 days of purchase date - a warehouse restocking fee will be applied to returned products. The warehouse restocking fee varies by product. Customers will be responsible for any freight or shipping charges on returning the cancelled or returned products. No cash refunds. All refunds on returned products will be resolved by credit card refund or credit on account – no exceptions.

Head Office Address: 8042 Winston Street, Burnaby, B.C. V5A 2H5 Canada

## **PRICES, CONFIRMATION, CANCELLATION AND MARKETING:**

All prices on [www.PromagEnviro.com](http://www.PromagEnviro.com) are quoted prices and are subject to immediate change by Promag Enviro until the time when title and risk of the product is transferred to you, the buyer. Any order changes made by Promag Enviro up until the time when title and risk of the product is transferred to you will cause the order to be placed on hold until you are contacted and have the opportunity to review and re-confirm the altered order. Title and risk of the product shall be determined in accordance with the International Commercial terms, INCOTERMS, currently in effect and as referenced on Promag Enviro's invoice to you. All orders placed on [www.PromagEnviro.com](http://www.PromagEnviro.com) are considered to be offers until formally accepted in writing by Promag Enviro. All orders must be properly completed and contain all correct product information including product specifications, current price, labeling instructions, shipping instructions and any other important information. Any requested changes to an initial order will not be binding upon Promag Enviro unless accepted in writing by Promag Enviro. Only authorized representatives of Promag Enviro can confirm orders and all order confirmations are void unless on Promag Enviro letterhead. Upon the transfer of title and risk to the buyer, Promag Enviro will under no circumstances accept any cancellation of an order; At this time, the Return Policy takes effect.

Customers may be selected for marketing purposes. If, for any reason, this is not desired please email [info@promagenviro.com](mailto:info@promagenviro.com) with the subject line "please do not publicize". We look forward to serving you and if you have any questions or concerns please do not hesitate to contact us.