



Payment Terms

All invoices are due and payable in full at the time of order, by Visa or MasterCard.

If you have a 30-day payment term, all invoices are due and payable in full within thirty (30) days of the issue date. We accept payments by check, Visa or MasterCard or by electronic funds transfer. At the beginning of each month, you will receive an account statement with the list of unpaid invoices.

Interest will be charged at a rate of 1.5% per month on the outstanding balance.

A deposit may be required for equipment orders of \$10,000 or more.

Equipment orders of \$5,000 or more can be funded through the Medline Canada Finance Program.

Delivery

Delivery Fees

» For orders totalling **150 \$ and more** (before taxes): **\$2.75**

» For **orders less than 150 \$** (before taxes): **\$7.75**

If applicable, add:

» **Hazardous material shipping cost: \$13** (on top of base fee)

Delivery Schedules

The average delivery time is 2-4 business days. It may vary depending on product availability. In some areas, the delivery time may be longer. Delivery takes place on working days; Monday to Friday inclusive.

Medline | Dufort et Lavigne chooses both the transport mode and the transport company.



Return Policy

You are responsible for ensuring your order is correct by performing a visual inspection upon receipt.

It is important to keep all items in their original packaging in the event of a claim. **You have 5 business days from receipt of the order to notify us of any damaged, inaccurate/erroneous, missing or expired item.** Beyond this period, all items on your order will be considered as wholly received, all in good condition and fully accepted.

To make a return or a claim, you must contact a Customer Service representative. You will receive by email a return authorization to be attached to the item being returned. **No item can be returned without a Return Authorization issued by our Customer Service Department.**

The following information is required to complete a return authorization request:

- » Invoice number
- » Item code, quantity and format (box or case, for example)
- » Reason for return

No merchandise may be returned in the following cases:

- » Item purchased more than 60 days ago
- » Item identified as non-returnable by Medline | Dufort et Lavigne
- » Item part of a clearance sale
- » Special order or item tailored to client specifications
- » Item no longer manufactured or available (discontinued)
- » Item no longer in its original packaging, or packaging is damaged or soiled
- » Item not in perfect condition for resale
- » Injectable medication or pharmaceutical product
- » Expired item or item expiring in less than 6 months
- » Item was not purchased from Medline | Dufort et Lavigne

Transport will be at the expense of Medline | Dufort et Lavigne for the return of damaged, erroneous, missing merchandise or expired item. In this case, the representative will appoint you a carrier and a specific procedure to follow.

Transport will be at your expense for the return of merchandise that does not suit you or due to an error on your part. The representative will suggest a carrier and a procedure to follow.

If you return any item we do not hold in stock (non-stock item), you will be charged for return shipping fees to the manufacturer. These fees, up to 25%, correspond to those imposed by suppliers or manufacturers. You will be notified of these fees upon issuance of the return authorization.

Credit will be issued by Medline | Dufort et Lavigne following receipt and verification of the returned merchandise, providing it is found to be in perfect resale condition.

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