



Medical Mart

Together Improving Lives

Modalités et conditions de Medline Canada Corporation

Les présentes modalités et conditions s'appliquent à toutes les commandes passées auprès de Medline Canada Corporation (Medline | Medical Mart), désignée ci-après sous le nom collectif de « Medline ».

COMMANDES ET LIVRAISON :

- Les commandes sont définitives dès leur acceptation et leur confirmation par Medline. L'acceptation est soumise à l'approbation finale du service de crédit de Medline. En passant une commande, le client accepte toutes les modalités et conditions de vente.
- La commande minimale pour le fret prépayé est de 300,00 \$ hors taxes pour les hôpitaux et de 100,00 \$ hors taxes pour tous les autres groupes de clients.
- Les commandes expédiées F.O.B. destination, prépayées par camion privé Medline, ou par transporteur public, seront expédiées conformément aux dates de livraison prévues.
- Des frais supplémentaires peuvent s'appliquer aux commandes nécessitant une combinaison de modes de transport (aérien, terrestre, maritime, etc.).
- Si les exigences du client en matière de livraison sont hors du calendrier régulier de livraison, le client devra assumer les frais de transport.
- Des frais supplémentaires peuvent s'appliquer pour des exigences d'expédition non standard, telles que l'envoi de marchandises dangereuses, des surcharges de carburant pour certaines zones géographiques, des frais d'expédition supplémentaires vers des lieux éloignés, ainsi que d'autres frais. Pour plus de détails, contactez le service à la clientèle de Medline.

ANNULATION DE COMMANDE :

- Les commandes annulées après l'expédition seront soumises à la Politique de Retour des Marchandises, consultez la **POLITIQUE DE RETOUR DES MARCHANDISES**
- Les commandes spéciales et sur mesure ne peuvent pas être annulées si elles sont en cours de traitement par le fabricant ou en transit depuis celui-ci.

PRIX :

- Prices are subject to change without notice.
- Prices published at the time of order will be honored, excluding errors and omissions.
- Only an officer of Medline may alter this agreement and pricing.

MODALITÉS DE PAIEMENT :

- Payment terms are NET 30 DAYS On Approved Credit (O.A.C.)
- A monthly service charge of 1.5% will be assessed on all past due invoices. In addition, customer is responsible for expenses such as attorney fees, court costs, and other costs incurred by Medline resulting from the buyer's default.

PÉNURIES, ERREURS ET DOMMAGES :

- Customer is responsible for: inspecting all shipments carefully, verifying the total numbers of cartons received, identifying any damaged goods, and documenting this on the bill of lading at the time of delivery.
- All claims for lost or damaged goods, shortages, concealed shortages, errors, and manufacturing defects must be made to Medline Customer Care within 5 days of receiving goods.
- Merchandise will be replaced, or a credit issued, at the sole discretion of Medline.
- Merchandise damaged due to improper use, or customer abuse, will not be accepted for return.
- See Return Goods Policy below for additional details.

POLITIQUE DE RETOUR DES MARCHANDISES :

- Products cannot be returned without a Return Authorization number issued by a Medline Customer Service Representative.
- All requests to return goods must be made with the following information: Account number, Invoice and purchase order number, Catalogue number, Quantity and unit of measure, Lot number and expiration date, Specific reason for return and Packing slip.
- All merchandise must be returned clean and unaltered, in original packaging. Merchandise returned not meeting these conditions will not be credited.
- Items being returned must be re-packaged into a larger container to protect the original packaging of the product. If product was shipped in case quantities, it must be returned in the original case packaging.
- A label must be attached to the outside of the re-packaged item(s) showing the authorization number and Medline address.
- Products returned with alterations or damage to the original packaging, or that have been defaced (including writing on the package) may not be accepted for return.
- Merchandise with less than a 6-month shelf life will not be accepted for return.
- If product is not returned within 15 days of RA issuance, the RA authorization will have expired and a new RA must be issued/authorized by a Medline Customer Service Representative.
- Injectable medication or pharmaceutical products may not be returned.
- Custom orders, special orders are not eligible for return for credit and cannot be cancelled if in process by, or in transit from the manufacturer.
- Medline reserves the right to deny any refund or cancellations
- Orders cancelled after shipment has occurred will be subject to the return goods policy, and the customer will be responsible for return freight charges.
- Customer is responsible for freight charges when returning merchandise for reasons other than a Medline error.
- For returns due to an error not caused by Medline, a restocking fee will be applied. This will be determined when the Return Authorization Number is issued as per below:
For stock items, the following shall apply:

Return from Date of Invoice:	Restocking Fee Percentage of Order + Freight
0-15 days	0% + Freight
16-30 days	15% + Freight
31 days or greater	25% + Freight

For non-stock items, the following shall apply:

- Items are not returnable unless the manufacturer will accept the return of the items; if the manufacturer accepts the return, the restocking fee will be in line with the manufacturer's restocking fee.
- Freight is the responsibility of the customer to arrange and pay for.
- Upon receipt of a return request, Medline will determine if the product can be returned to the manufacturer and apply the associated restocking fee