



**Medical
Mart**
Together Improving Lives

MODALITÉS ET CONDITIONS

COMMANDES

- Les commandes sont soumises à l'acceptation de Medical Mart Supplies Limited.
- Le montant minimum d'une commande initiale est de 50,00 \$.
- Le montant minimum de commande pour le fret prépayé est de 100,00 \$ avant taxes pour les résidences de personnes âgées, les médecins, les dentistes et les vétérinaires. Le montant minimum de commande pour le fret prépayé pour les hôpitaux est de 300,00 \$ avant taxes.
- Medical Mart Supplies Limited ne fait pas de livraisons prépayées au Yukon, aux T.N.-O. ou au Nunavut.
- Les commandes sont définitives dès leur acceptation et leur confirmation par Medical Mart Supplies Limited. L'acceptation est soumise à l'approbation finale du service de crédit, au formulaire d'information sur le compte et à l'acceptation de toutes les conditions de vente par le client.

PRIX

- Les prix sont susceptibles d'être modifiés sans préavis.
- Les prix publiés au moment de la commande seront honorés, à l'exclusion des erreurs et omissions.
- Seul un responsable de Medical Mart Supplies Limited peut modifier cet accord et cette tarification.

MODALITÉS DE PAIEMENT

- Les conditions de paiement sont de 30 JOURS NETS (O.A.C.)
- Des frais de service mensuels de 1,5 % seront prélevés sur toutes les factures en souffrance, ainsi que sur les dépenses, les frais d'avocat et les frais judiciaires encourus par le vendeur en raison de la défaillance de l'acheteur.

PÉNURIES, ERREURS & DOMMAGES

- Inspect all shipments carefully. Verify total number of cartons.
- All damages must be noted on the bill of lading at the time of delivery. All claims for lost or damaged goods and concealed shortages must be made to the delivering carrier claims department within 5 days of receipt of goods.
- Shortages, errors and manufacturers defect must be reported to Medical Mart Supplies Limited Customer Service Department within 5 working days of delivery.
- Merchandise will be replaced, or a credit will be issued at the discretion of Medical Mart Supplies Limited.
- Merchandise damaged due to improper use or customer abuse will not be accepted for return.

SERVICE À LA CLIENTÈLE

Sans-frais : 800-268-2848
905-624-6200
Direct : 855-633-4669
905-624-7004
Fax : 800-563-6937
905-624-6018
www.medimart.com

POLITIQUE DE RETOUR DES MARCHANDISES

- Products cannot be returned without a return authorization number issued by a Medical Mart Supplies Limited Customer Service Representative.
- All requests to return goods must be made to Medical Mart Supplies Limited with the following information:

- a) Account number.
- b) Invoice and purchase order number.
- c) Catalogue number.
- d) Quantity and unit of measure.
- e) Lot number and expiration date.
- f) Specific reason for return.
- g) Packing slip.

- All merchandise must be returned clean and unaltered, in original packaging. Merchandise returned not meeting these conditions would be returned to sender and no credit issued.

- Items being returned must be re-packaged into a larger container to protect the original packaging of the product.
- A label must be attached to the outside of the re-packaged item(s) showing the authorization number and Medical Mart Supplies Limited address.
- Products returned with alterations or damage to the original packaging, or that have been defaced, including writing on the package, will not be accepted for return.

- Merchandise with less than 6 months shelf life will not be accepted for return.

- Any merchandise not returned within 30 days of receipt or within 15 days of the date of authorization will not be accepted for return.

- A minimum restocking fee of 25% will be imposed on merchandise that is not defective. An additional restocking fee may apply, or merchandise may not be eligible for any credit depending on the manufacturer's policy. This will be determined at the time a return authorization number is issued.

- Custom and special orders are not eligible for return for credit.

- Customer is responsible for freight charges when returning merchandise for reasons other than a Medical Mart Supplies Limited error.

- Medical Mart Supplies Limited reserves the right to deny any refund. **ANNULATIONS**

- Orders cancelled after shipment has occurred will be subject to the return goods policy, and the customer will be responsible for return freight charges.

- Custom and special orders cannot be cancelled if in process by, or in transit from the manufacturer.