
Statement of Policy

PRICES

All quotations are made for immediate acceptance unless otherwise stated. Prices are subject to change without notice. Please phone toll free to verify pricing. F.O.B. our warehouse. All taxes extra where applicable.

PAYMENT

Invoice payable at the time of purchase, we accept VISA, MC, CHEQUE or CASH with invoice balances less than \$5000.00. Invoice balance of over \$5,000.00 only payable by cheque.

Authorized credit accounts are due and payable within 30 days of the invoice. Finance charges will apply to accounts over 30 days.

CREDIT LIMIT (DEALERS ONLY)

Only approved credit holders (dealers only) will be permitted credit privileges. C.O.D. or net 30 days is subject to prior credit approval. Interest will be charged on unpaid balances over 30 days. Dealers who wish to establish a credit account with Pattison Liquid Systems, please call the toll free number to request a credit application.

DAMAGE/SHORTAGE CLAIMS

All Pattison merchandise is carefully packed and inspected prior to shipping. Check all merchandise immediately upon receipt. Goods that are damaged or lost in transit are not the responsibility of Pattison Liquid Systems. If damage should occur during shipping, the customer should immediately file a claim, with the carrier and also notify Pattison Liquid Systems.

Please note all damages and shortages on freight bill before signing.

SHIPMENTS

Bus and postal service will be prepaid and invoiced to the customer. If customer wishes to use Purolator, an account number must be supplied.

SPECIAL ORDERS

On special order items that we do not normally stock, we cannot accept returns or cancellations.

A deposit of 15% of the total order is required prior to a special order being placed.

RETURNS

Merchandise to be returned must be initiated by receiving a Returned Merchandise Authorization number. The RMA must be clearly marked on the shipping box. All returns will require a copy of the original invoice. Product returned without an RMA number will not be accepted by Pattison's.

Orders returned after 30 days will be subject to a 20% re-stocking charge and special order items cannot be returned. Merchandise returned after 90 days of purchase will not be accepted.

In store credit only for value of merchandise returned.

WARRANTY

Warranties as expressed by individual manufacturers will be honored. Please contact Pattison Liquid Systems to obtain a RMA number prior to the return of a warranty item. Warranty items will not be accepted without prior RMA authorization, item will be returned collect. We will comply with all instructions given by the manufacturer in each given instance. All freight charges incurred on warrantable items are the customers responsibility.

Please return warrantable/defective items to Pattison within 30 days or the warranty will be void.