



## Freudenberg Household Products Standard operating business terms and conditions

### ORDER PROCESSING

- Purchase orders are accepted via fax, email or EDI we do not accept orders over the telephone
- Minimum order value is \$500.00
- An administration fee of \$25.00 will be added to orders that do not meet the minimum requirement
- Items must be ordered in full cases quantities unless the pack size is stated otherwise on our price list
- Special orders for product not normally stocked or manufactured may not be canceled
- Private label orders should be submitted on a separate purchase order due to longer lead times
- Purchase orders that are submitted with discrepancies such as but not limited to the following will be rejected or placed on hold pending a revised purchase order
  - o Incorrect or missing pricing
  - o Discontinued or invalid item #
  - o Wrong pack size
  - o Missing purchase order #

### Revisions

- Revisions to an existing order can only be made if the order has not been picked / shrink wrapped
- Subsequent orders under the minimum order requirement can be added to ship with existing orders

### BACK ORDERS

- Back orders will be consolidated to ship with regular orders when at all possible
- Add on are not permitted to back orders that are prepaid by FHP

### LEAD TIME

- FHP Toronto requires a minimum of 3 business days for processing
- Transit days vary based on Province/Country

### PRICES

- All prices shown are Suggested list Prices and subject to change without notice
- Goods and services Tax is not included in our list price
- Orders will be held for shipment until price discrepancies are resolved

### TENDERS AND QUOTATIONS

- All tender request must be communicated to the account manager or contact person
- Upon receipt FHP will prepare a quotation
- Upon confirmation of awarded business FHP Toronto will assign a quotation number to guarantee pricing
- All invoices will be generated at the regular list price and special pricing will be processed as a claim back credit based on Proof of delivery

### PAYMENT TERMS

- Standard payment terms shall be 1% 10 days / NET 30 Days
- Payment must be remitted within your standards terms to be eligible for the cash discount
- NSF cheques are subject to a \$50.00 charge and will result in account closure
- Any outstanding invoices over 20 days past the NET date will cause your account to be put on credit hold
- Deductions for shortages must be submitted within 48 hours of receiving the purchase order for the claim to be valid
- Deductions for Claim backs must be pre- approved by FHP and will not be issued if the account is not in good standing
- Amounts must be repaid within 30 days of initial request, failure to comply will result in the following
  - o All orders will be placed on hold
  - o Account will default to collections after 45 days for the amount owing

### FREIGHT

- All risk of loss shall pass to the purchaser upon delivery to the carrier
- FHP Toronto will not be held accountable for orders that are FOB our warehouse or COL shipments that are lost or damaged during transit
- Claims for Shortages must be noted on the bill of lading and are required to be reported to FHP Toronto within 48 hours of receiving the shipment
- Claims for damages on shipments that are prepaid by FHP Toronto must be noted on the bill of lading and are required to be reported within 48 hours of receiving the shipment
- Prepaid amounts vary by province /region based on the following zones:
  - o Ontario, Manitoba and Quebec \$2000
  - o British Columbia, Alberta, Saskatchewan and Atlantic (excluding Newfoundland) \$3000
  - o Newfoundland and Labrador \$5000

### RETURNED GOODS

- No goods may be returned without a Return authorization from FHP Toronto
- A copy of the return authorization must be affixed to the product
- Product that is returned to FHP warehouse without a return authorization will be refused and returned at the customers expense
- A restocking fee of 25% shall be deducted from any credit issued
- Product may be returned within the first six months of purchase subject to the following;
  - o Only resalable goods shall be accepted
  - o Must be full case quantities
  - o No obsolete or damage product
  - o Special orders for product not normally stocked or manufactured may not be returned
  - o Product claimed as defective shall be inspected prior to acceptance of claim

### WARRANTY

We, at Vileda Professional, believe delivering quality products to our customer is a standard that we will not compromise. If you feel that the product you have received from us is not meeting your expectations, we will arrange for it to be refunded, repaired, replaced, or recommend an alternative solution.

This warranty is limited to product that has been purchased within the last twelve months and does not include the following:

1. Product negligence
2. Alteration
3. Normal wear and tear
4. nondurable product or components
5. Improper operation or misuse
6. Discontinued product

### NEW CUSTOMER SET UP

- Authorized distributors must purchase a minimum of \$10,000 annually from FHP Toronto
- A credit application must be completed and sent to our office via fax @ 905-669-5750 or by email @ cic.fhptoronto@fhp-ww.com
- Orders will only be accepted subject to satisfactory credit approval ( allow five business days for approval)
- First time orders may be COD based on the sole discretion of FHP Toronto
- Initial orders must be a stocking order of \$700.00 minimum
- Possession of a catalogue or Price list does not constitute a commitment by FHP Toronto to establish an account or extend credit to any person or company

### ARTWORK

- All artwork, product codes, product names contained in any and all documentation ie brochures, pamphlets are the sole property of Freudenberg House Hold Products.
- Written authorization is required to replicate in whole or in part any or all elements contained in this brochure.