

TERMS AND CONDITIONS



DELIVERY

Free delivery with a minimum order BEFORE TAXES of

- Quebec and Ontario = 1500\$
- Ontario, remote area = 1750\$
- Maritimes = 2500\$
- Newfoundland = 4000\$
- Prince Edward Island = 3000\$
- Prairies = 2500\$
- British Columbia = 5000\$
- Vancouver Region = 3500\$
- Yukon and Northwest Territories = 4500\$



In addition to the sales taxes, transport fees will be applied for items such as substrates, soils and compost.

Charges can be applied for :

- Tailgate
- Additional service such as : Appointment - Delivery inside the building - Second delivery - etc.

Deadline hours :

To take advantage of same-day shipping, all orders completed on the portal or sent to our customer service must be sent before 12 pm. (noon) Monday to Friday. This schedule will not apply to Fridays during the summer period.

PURCHASE ORDER ERROR, DAMAGE OR LOSS OF GOODS DURING TRANSPORT

Every problem concerning a purchase order (wrong product, billing error, loss or damaged material during transport, etc.) must be submitted to us within 72 hours of receipt of the goods. For damage occurred during transportation, it is essential to include an explanatory note on the waybill of the carrier.

RETURN OF GOODS

The "return of goods form" can be found online from our website: www.biofloral.com under the tab "support". This form must be completed and returned prior to shipment or collection of the goods to be returned. A printed copy of the form and the RMA # must be attached to the shipment.

Returns must be shipped (at the applicant's expense) to the following address :

Biofloral inc. 675 montée St-François, Laval, Québec H7C 2S8

Biofloral will conduct the evaluation of the goods within a maximum period of 10 working days and you will receive a summary of the evaluation.

1. Products that were not purchased from Biofloral will not be processed.
2. The restocking of new and non-defective product will be accepted within 30 days from the date of purchase. These products must not be damaged, modified from their original packaging, nor labeled, marked in pencil, etc. Liquid products are not eligible for a restocking, as well as the products purchased on clearance or by special order.
3. Defective products under warranty will be replaced, credited or repaired. Depending on the products, the dates of warranties can vary from 1 month to 5 years.
4. Some manufacturers have their own return of goods' policies. Refer to our website for all the details.



CRITERIONS OF CREDIT

New customer orders must be paid in advance for a period determined by Biofloral. After that period, a line of credit and a term of 30 days net payment may be granted. An interest rate of 1% will be charged to the overdue account from the 31st day.

Please note that Biofloral will not allow unauthorized deductions from their invoices.