

# Terms & Conditions of Sale

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The following Terms and Conditions of Sale apply to any and all products, brands or services of Standard Products Inc., hereinafter referred to as Stanpro.

## 1. Prices

All prices are in Canadian currency, and are subject to change without notice.

Prices are in effect at the time of quotation and are subject to change without notice. Unless prices are quoted as firm, Stanpro reserves the right to invoice at the prices in effect at the date of shipment.

Taxes are not included in the price.

## 2. Minimum Order

The minimum order value is \$100.00.

## 3. Shipping Terms

Shipments are F.O.B our plant minimum prepaid \$1,250.00 for all major points within Canada.

Should multiple shipments be required, Stanpro will ship these prepaid only if each shipment meets the above prepaid amounts.

Orders below minimum value will be shipped FOB point of origin.

Special customer shipping requirements that cause additional shipping expenses above normal may be charged for the additional cost. Shipments to the USA for Canadian customers will be subject to duty and brokerage fees at the customer's expense.

Exception: poles and inverters over 1400 watts are prepaid and charged.

\*If air or sea shipment is required to reach a specific destination, additional charges will apply.

## 4. Cancellation Charges

Orders for stocking items may be cancelled prior to shipping, a restocking fee may apply.

All other orders may not be cancelled unless Stanpro is reimbursed for work already performed and for special material purchased by our company. If an order is cancelled after shipment or if delivery is refused at destination, all warehousing, delivery, and return costs as well as restocking fees will be charged to the customer.

## 5. Non-Stocking Classification

Please note that non-stock items (designated "NS" in the price list) must be purchased respecting the minimum order quantity of that item. Please contact Inside Sales prior to committing a delivery date.

## 6. Fluorescent Lamps

Stanpro will not assume any responsibility for damage caused by transport for broken cases for lamps of 3 feet and up to 8 feet in length and will be subject to a 25% re-packing surcharge. A signed release from the customer will be required before making any such shipment.

All fluorescent lamps longer than 8 feet in length must be ordered in full case quantities, and Stanpro will not assume any responsibility for damage caused by transport.

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## 7. Optical Products

Cutting tolerance is +/- 1/16th of an inch. All orders for custom lenses, louvers and profiles (wraps) must be sent in writing by e-mail or fax with clear instructions.

Stanpro will not be responsible, nor accept returns on such orders unless of error on our part.

## 8. Shipment and Storage

Shipment of goods must be made within thirty (30) days of completion, or be subject to a storage charge. Poles not erected right away must be unwrapped immediately by purchaser and stored above ground. Stanpro is not responsible for corrosion to finish caused by improper storage or by keeping them wrapped.

## 9. Claims and Returns

### *Stocking and Made to Order*

For all returns of Stocking items and Made to Order items, a minimum of 35% restocking fee will be charged. All items on invoices older than 12 months are non-returnable.

All discontinued items purchased after a discontinuation notice are considered final sale.

### *Non-Stocking SKUs*

All non-stocking, special, custom made, liquidation and NCNR (non-cancellable non-returnable) status items are non-returnable, and are to be considered as final sale.

All claims and returns must be requested by e-mail or fax through your designated sales office and should include:

- Stanpro's order code and/or description
- Purchase Order Number
- Reason for return

Once a return is approved and processed, the product(s) must be returned within 30 days.

All returns must be accompanied by a Return Goods Authorization (RGA) form provided and previously approved by Stanpro, and must be shipped prepaid to Stanpro. All RGAs will be processed within two weeks of receipt.

Only products and quantities listed on the RGA document will be accepted for return. If returned items do not match the final and approved RGA document, Stanpro reserves the right to return goods to the sender at the sender's expense.

All stock returns for credit must be in their original packaging, unmarked and in resalable condition. Items that are sold in inner pack quantities (Pack of 2, 4, 6, etc.) must be returned in inner pack quantities.

For any additional information you may require, please don't hesitate to contact your Inside Sales.

## 10. Damaged & Short-Shipped Goods

All our products are factory tested to be free from defects prior to shipping. For prepaid and prepaid and charged shipments, the title passes to purchaser upon delivery to the destination. All claims for damages or shortages in transit shall be made by the purchaser with Stanpro. Any damage and shortage must be indicated on the signed waybill of the transport company before making the claim with Stanpro. All claims for loss, damaged or short-shipment must be made with Stanpro within 7 days.

For collect shipments and pick-ups, the title passes to the purchaser upon pick up of the goods by the transport company at the origin. All claims for damages and shortages must be made with the transport company directly.

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## 11. Limited Product Warranty

Stanpro warrants its products to be free from defects in material and workmanship under normal use and service at time of shipment.

The products offered by Stanpro must be stored, installed and operated under suitable environmental conditions and in accordance with, but not limited to, the latest National Electrical Code, cULus, CSA, and ANSI specifications.

Please refer to the Warranties available on our website: <https://standardpro.com/warranty/>

For any additional information you may require, please don't hesitate to contact your Inside Sales.

## 12. Trademark Policy

Reproduction in print or electronically of any trademarks, brands or logos is prohibited without prior written approval.

Sale of all Stanpro products over the internet is prohibited without prior written approval. Sale or export of Stanpro products to the USA is prohibited without prior written approval.