



TERMS & CONDITIONS

**** SPECIFICATIONS AND PRODUCT AVAILABILITY SUBJECT TO CHANGE WITHOUT NOTICE ****

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- NEW ACCOUNTS:** Polywest welcomes new accounts. Please call or email for a credit application for account approval prior to your first order. Orders will be shipped C.O.D. pending credit approval.
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- CREDIT TERMS:** Only approved credit holders 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 at a rate of 1.5% per month. Any credit issued to your account must be used within 6 months.
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- PAYMENT:** We accept cash, cheques, Visa, MasterCard and Interac as forms of payment. Account holders wishing to pay their accounts with credit card will be assessed a 2% surcharge if the account is over 30 Days at the time of payment. All cash orders require a credit card at the time of order and will be charged when available stock is allocated. Orders over \$5000 may be subject to price adjustment should the customer wish to pay with a credit card.
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- MINIMUM ORDER:** Polywest reserve the right to enforce a \$50.00 minimum order. Orders accepted under this amount may be subject to a \$10.00 handling charge or loss of discount.
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- SHIPPING:** All goods are F.O.B. Polywest Ltd. Please state how shipments are to be made on all correspondence.
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- RETURNS:** All returned goods must have prior approval from Polywest Ltd. as well as a Returned Goods Authorization (RGA) number. Returned goods must be shipped prepaid and may be subject to a 15% restocking fee. Special order items are not refundable. Returned goods must be in resalable condition, preferably in original packaging. **NO RETURNS AFTER 90 DAYS.**
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- WARRANTY:**
- NORWESCO WARRANTY INFORMATION:**
All Premium Weight (1.5 sg) NORWESCO tanks carry a 3-year warranty. Heavy Duty Weight (1.9 sg) NORWESCO tanks carry a 5-year warranty. NORWESCO Premium Weight tanks are rated for 12.5 pounds per US gallon (15 lbs per IMP gallon). NORWESCO Heavy Duty Weight tanks are rated for 15.75 pounds per US gallon (19 lbs per IMP gallon). Should a defect appear within the warranty period, NORWESCO will supply a new, equivalent tank in replacement thereof. NORWESCO's liability is limited to the value of the tank itself and specifically excludes the cost of installation and/or removal or consequential damages. Always check with your chemical supplier or Polywest for chemical resistance information.
- DESIGN TANKS WARRANTY INFORMATION:**
All Design Tanks Fibreglass Liquid Storage Tanks carry a 3-year warranty. All tank ratings are listed on the quotes and engineer drawings of the individual tanks.
- REMAINING PRODUCT WARRANTIES:**
All other items carry the manufacturer's stated warranty. Warranty claims must be approved by Polywest prior to the returning of product. Decisions made by product manufacturers with respect to warranty claims will be final.
- ALL freight charges incurred on returned warranty items are the customers responsibility.
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- LOSS OR DAMAGE:** Merchandise damaged in transit is the responsibility of the carrier. Polywest's liability for damage ceases when the carrier receives and signs for the shipment at our dock. Should you choose to accept a damaged shipment, be sure to note any damage in transit on the bill of lading before signing it. Failure to do so relieves the carrier of any liability. Contact the carrier as well as Polywest immediately to inform them of any damage.