

# CHAMPION PRODUCTS CORP. | TERMS & CONDITIONS

TO PLACE AN ORDER: 519-253-3439 Option 1 | E- MAIL ORDER: [orders@championproducts.com](mailto:orders@championproducts.com)

## ORDER DELIVERY

- Orders for next day delivery within our normal delivery routes must be received by 3:00 p.m.
- Orders greater than \$100 will be shipped prepaid within our normal delivery routes.
- Orders less than \$100 will be subject to a minimum delivery charge of \$10.00 within our normal delivery routes.

## ORDER WILL CALL (Customer Pick-Up)

- Orders below \$100 are subject to a handling charge.
- Same day orders will be processed with a handling charge.
- Please allow a 2 hour lead time for same day customer pick-up requests.

## PAYMENT TERMS

- Payment terms are net 30 days or as otherwise advised by the company.
- Orders may be held on past due accounts.
- Credit card payments on invoices older than 10 days are subject to an additional 3% surcharge.

## DELIVERIES

- Upon driver making the delivery, your receiver needs to conduct a piece count. If there are any discrepancies, your receiver needs to document such on the invoice. When the driver returns to our warehouse at the end of the day, he will hand in the paperwork and a credit will be processed.
- For skid deliveries: if you cannot do a count of the items shipped at the time of delivery, you must stamp: SUBJECT TO COUNT on the invoice while the driver is there. Once the receiver signs the invoice, you are in agreement with the items shown (unless "Subject to Count" is posted on the invoice).

## RETURN AUTHORIZATION

- Approved product return authorizations and instructions for return of product will be processed within 48 hours
- When returning product, attach a copy of the invoice (or document the invoice number) to the return so we can prepare credit to your account.
- Special and Non-Stock items are non-refundable.
- Requests for return authorization beyond the 72 hours are subject to a 25% restocking charge.
- Deductions taken for returns will result in account being placed on hold.

## PRICING CREDIT AUTHORIZATIONS

- Do Not Short Pay Your Invoice. Contact your sales representative immediately to correct your price file.
- When placing your order, confirm your pricing with the client care representative.
- Approved credit authorizations will be processed within 48 hours for pricing errors or short shipment if received within 72 hours from initial receipt of goods and when original invoice number from product receipt is provided.
- Deductions taken for pricing errors or short shipments will result in account being placed on hold.

## PAYMENT TYPES

- Cheques: Mail to Champion Products Corp. 2601 Wyandotte Street East, Windsor, Ontario N8Y 0A5 (please ensure to document invoice and invoice totals on all cheque stubs)
- Other: Cash, Visa, MasterCard, Debit
- EFT: Electronic Fund Transfer (contact our Accounts Receivable Department for further details)
- NSF Cheques: A fee will be charged for all NSF cheques.

## INVOICE & PROOF OF DELIVERY COPIES

If you require a copy of an invoice or POD (proof of delivery), email: [monique@championproducts.com](mailto:monique@championproducts.com) or call 1-519-946-4432

## ORDER CUT-OFF

All orders must be placed Monday - Friday, 8:30 a.m. - 3:00 p.m., for next day delivery. Orders taken after 3 p.m. will be delivered within 48 hours (within normal delivery routes).

**PLEASE FORWARD A COPY OF THIS TO ALL THOSE INVOLVED WITH THIS PROCESS**

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