

**ISONOR Inc.**  
***Terms and Conditions***

**Applicable Pricing**

For prices, refer to the 2014 Uponor catalogue

**Cutting Charges**

A cutting charge will apply for each piece that is less than a full coil.

- \$200.00 LIST, Standard discount applies

**Standard Terms**

- 2% 15 days, Net 30 days, Canadian funds if approved on invoice
- If not approved on invoice, payable on delivery

**Standard Conditions**

The two percent (2%) **discount calculated on the net** amount of the invoice, excludes any freight charges. Cash discounts taken on payments received after the discount date indicated on the invoice, are not allowed. A finance charge of two percent (2%) per month will be assessed on all overdue balances. The monthly interest charge on overdue accounts will be equal to twenty four percent (24%) annual percentage rate (APR).

**Freight Damage**

All Ecoflex orders should be thoroughly inspected for freight damage immediately upon receipt. Damage can be difficult to see. All pipe jackets inside the coil radius and outermost surfaces must be inspected closely for damage associated with improper forklift handling. In the event damage is discovered, REFUSE THE SHIPMENT from the carrier and contact Isonor Customer service immediately at 1 866 770 7071.

**Freight**

All material will be shipped from the warehouse in Spencerville, Ontario. Deliveries of orders under \$2000.00 will incur shipping charges. For most orders over \$2000.00 shipping will be prepaid ( however, some shipping costs may be deemed exceptional and would have to be negotiated). All deliveries are “dock to dock” unless arranged in advance. Extra charges for unloading will be billed to the customer.

**Shipping Discrepancies**

Any discrepancy concerning type or quantity of material shipped must be brought to the attention of Isonor Inc. within 15 days of the shipping date entered on the packing slip for the order. It is a good accounting practice to inventory incoming material for completeness and damage. Any visible damage or shortage must be noted and reported prior to accepting the material.

**Restocking Charge**

A thirty five percent (35%) **restocking charge** will be assessed for all authorized stock returns unless the return is a result of an Isonor Inc. error. In no case will returned material be accepted without a completed Returned Merchandise Approval form signed by an authorized Isonor Inc representative. All freight charges associated with the return are the responsibility of the customer unless the return is the result of an Isonor Inc error.

**Quotes and Estimates**

Quoted prices are based on information provided at the time. It is the responsibility of the individual or company requesting the quote to verify the accuracy of material and quantities. Any changes will require a revised quote.

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