

For first time orders the Company Profile form must be filled out completely and submitted with your order. This form can either be filled out and saved electronically or printed and filled out by hand. Please submit electronically or by fax. The Company Profile provides our accounting department with the correct information and allow us to promptly fulfill your order. This information will be kept on file.

Prepayment is required for all orders, this makes the ordering process much simpler and eliminates wasted administrative time collecting payments. Orders will not be filled until credit card is processed or funds are received.

MINIMUM ORDER

Any order that is less than \$150.00 will have a service charge of \$15.00

ORDERING PROCESS

Once your order is accepted, it will be processed and you will be sent an invoice outlining your charges. The order will be sent to the nearest warehouse for processing. We do our best to process and ship your order within 48-72 hours **however, processing orders exclusive of shipping time can take up to 3-5 business days.** Rush service (where available) is available for an additional fee of \$75. Rush orders will be available for pick up within 24 hours after the order is received during regular business hours.

If you would like to pick up your order directly from the warehouse, please note that on your PO and make sure to have your invoice number with you.

SHIPPING CHARGES

Products are shipped FOB. Freight method and freight account number must be specified on the Company Profile form. If you do not have or specify a preferred company, one will be chosen on your behalf and you will be billed for all accompanied charges. **There are 'economy' and 'expedited' levels of freight available, if you have a time sensitive shipment please notify us when placing your order.** For 'priority' or 'expedited' shipments additional charges will apply. *NOTE: Remii is not responsible for freight delays regardless of the freight priority level.*

Should you choose to ship with your own carrier, please be aware of their freight rates prior to shipping. Remii is not responsible for shipping charges with customer's carrier.

RESIDENTIAL DELIVERIES

We can now provide residential deliveries. There is a residential delivery fee of \$100 in addition to the cost of the freight. This fee includes lift gate. Should you wish to use an alternate carrier for a residential delivery, please specify that you will be making arrangements and providing a BOL. Occasionally customers provide us with 'business' addresses that are located in a residence or what is considered 'limited access locations' and we are not aware of this at the time of the order. Please be aware that should a residential address or 'limited access location' be submitted that you will be required to pay the additional fees for a residential delivery and lift gate. These combined fees are approx. \$100 - \$150 in addition to your freight costs depending on the carrier.

ON THE COMPANY PROFILE FORM, PLEASE MAKE SURE TO SPECIFY:

Any extra charges incurred for additional services, including but not limited to customer's carrier or special handling by the carrier (lift gate, residential charges, etc.) will be billed to the customer. Title and risk of loss pass to the customer upon tender of shipment to the carrier. **If product is damaged in transit, customer must file a claim with the carrier. This claim must also be filed to Remii within 10 days of receipt of shipment. Otherwise our responsibility stops at that time and the order is acknowledged as shipped correct. Shortages must be reported within 24 hours of receipt.**

DAMAGES

It is our goal to provide quality products to our customers. All of our factories carefully inspect each item before it is packaged and shipped to our warehouses. Every effort will be made to insure that your order arrives safely. Inspect your shipment immediately upon arrival. Should exterior damage to the carton be visible, make a notation on the shipper's delivery ticket. Report any losses or damages to Remii immediately and notify the carrier. All damaged cartons should be saved until the claim is settled. It is the customer's responsibility to handle any claims for freight damage or missing items. We are not responsible for any freight errors after the item has left our warehouse. Please note that our products are not packaged for the courier environment.

FREIGHT CLAIMS GUIDELINES

- **Be aware of your carrier's freight claims guidelines.**
- Note (write) on all shipments: **Subject to concealed damage.**
- Note exceptions of known or visible damage or shortage on the delivery receipt at the time of delivery. Note if the shipment is accepted or refused.
- If concealed damage is found after the shipment was delivered, set the product aside and contact the carrier to report the damage and request an inspection.
- If you are filing a claim, the damaged goods, including all packaging must be kept until the claim is processed by the carrier.
- Report all instances of damage or shortage to the carrier as soon as possible, generally within 15 days unless otherwise noted.
- When filing a claim, you are responsible for proving that the carrier received the freight in good condition, what items were damaged or short, and the dollar value of the lost or damaged goods.
- The invoice must be paid in full in order for the carrier to review the claim.

RETURNS

Returns are limited to products that are still in unopened factory sealed packaging and within 7 days of receipt. Remii reserves the right to authorize such returns at their sole discretion. Should you wish to return an eligible product, you must submit a Request for return form. All authorized returns must be have their return freight prepaid and are subject to a 20% restocking fee. Authorized returns that arrive in any other condition except 'brand new' will not be refunded.

Please refer to the Returned Goods Policy for complete details.

CONTACT INFORMATION

Canada Order Desk:

Phone: 877.850.9458 - Ext 3
Email: westcanorders@cannedheat.com
Email: eastcanorders@cannedheat.com

USA Order Desk:

Phone: 877.850.9458 - Ext 2
Email: usaorders@cannedheat.com

Technical Support:

Phone: 877.850.9458 - Ext 5
Email: cdn-service@cannedheat.com

Headquarters:

Phone: 604.684.6040