



## **STANDARD TERMS & CONDITIONS - CANADA**

### **MINIMUM ORDER REQUIREMENTS**

- **The minimum order requirement for prepaid freight is 400 cases.**
- All orders under the 400 case minimum will be shipped freight collect.

### **CUSTOMER ORDER POLICY**

- All orders received will be processed and acknowledged within 24 hours.
- **All changes to orders are subject to a 48-hour cut off from the date the order is placed.** Any changes after 48 hours will be subject to a new order with a 400 case minimum for prepaid freight.
- Back orders and non-stock products cannot be combined to make a minimum order of 400 cases.
- When purchasing individual products, please order full layer, or full pallet quantities as outlined in the index section of our Product Catalog.

### **PERFECT MATCH BILLING**

- Anchor Packaging is committed to providing timely delivery of all products and services. Please ensure that all purchase orders have all current and correct pricing to ensure perfect match billing resulting in the timely delivery of products and services.
- **Any purchase orders that have incorrect pricing will be subject to new product delivery dates from the date the pricing has been corrected and resolved.**

### **LEAD TIME**

- Normal lead-time is 10 business days from the date the order is placed.
- **Full Truckload** Orders (FTL) will be delivered within 8 business days from the date the order is placed.
- **Less Than Truckload** Orders (LTL) will be delivered within 10 business days from the date the order is placed.

### **RUSH ORDERS**

- Normal lead-time is 10 business days from the date the order is placed. Orders requiring shorter lead times must be placed **before 12:00 p.m. CST for guaranteed shipment the next business day.** All RUSH orders are subject to inventory availability. RUSH orders are subject to collect freight. Anchor Packaging does not pay the freight on RUSH orders. Requestors of Rush orders will be required to coordinate the freight carrier and associated charges for the rush order.

### **FREIGHT**

- Freight will be prepaid on orders of 400 cases or more shipped in a single shipment to one destination. All products except machinery and parts are combinable to meet the minimum order requirements.
- Shipments under the 400 case minimums will be shipped collect freight. Collect shipments must be shipped with the requestor's account number and carrier of choice. Anchor Packaging will not prepay the freight and bill the requestor.
- Anchor Packaging, Inc. reserves the right to route shipments and to select the method of transportation for all prepaid freight orders.
- **If the buyer requests a more expensive method of transportation other than that of Anchor Packaging, Inc., the buyer shall coordinate the pick-up of the freight as well as accept responsibility for all related freight charges for the selected carrier. Anchor Packaging will reimburse the buyer for the actual Anchor freight rates for the specified shipment.**



### **UNLOADING PRODUCT POLICY**

- Anchor Packaging does not cover or authorize any unloading costs for any shipments in North America.

### **BACK ORDER POLICY**

- Anchor Packaging, Inc. will contact the buyer when a back order occurs.
- The buyer may:
  - Hold the shipment until all stock is available.
  - Ship the stock product and create a back order for the balance of items for shipment at a later date.
  - Ship the items in stock and call the order complete, canceling all back orders.

### **HOLIDAY ORDERING POLICY**

- In the event of a statutory holiday please allow an additional 48 hours for the processing and shipment of products from Anchor Packaging, Inc. Delivery times will be extended during holidays.

### **PRODUCT PRICES**

- All invoice and special pricing is subject to change without notice or inventory protection.
- **All invoice and special pricing is subject to industry wide manufacturers increases with 30 days written notice. Any exceptions to our pricing policy must be presented in writing with the expressed written consent of Anchor Packaging.**
- All pricing is quoted in U.S. dollars only (USD).

### **PAYMENT TERMS**

- Net 30 days.
- A service charge of 1 ½% per month will be added to invoices not paid within 30 days.

### **PRODUCT WARRANTY**

- Anchor Packaging, Inc. warrants that products shipped to any buyer will be for merchantable quality and free of defects in workmanship. The seller makes no warranty of any other kind, expressed or implied.
- The buyer shall assume all risks and liabilities for results obtained by the usage of Anchor Packaging, Inc.'s products, either singly or in combination with other products.
- The seller's liability for loss or damage due to the use of seller's products is limited to replacement of seller's material only. **NO REPRESENTATIVE HAS THE AUTHORITY TO MAKE ANY GUARANTEE, PROMISE, OR AGREEMENT EXCEPT AS STATED HEREIN.**

### **RETURN GOODS POLICY**

- The following return goods policy applies to claims made within 180 days of the invoice date:
  - If Anchor Packaging, Inc. is responsible for an error in shipment or quality of product it may be returned to Anchor Packaging, Inc. (Arkansas), freight prepaid, with written authorization from our St. Louis office. All returns must reference a validated "return authorization" number. Anchor Packaging, Inc will issue credit for the products purchase price and freight upon verification of error.



- Merchandise damaged in shipment must be reported to Anchor Packaging, Inc. within 10 days of invoice date (required for claim against the freight carrier). The freight company must hold the merchandise for disposition.
- When a customer is responsible for an error the merchandise may be returned to Anchor Packaging, Inc. (Arkansas) with written authorization from our St. Louis office. **The customer will pay a 25% re-stocking charge** for this service in addition to paying both the inbound and outbound freight charges. Under no circumstances will Anchor Packaging, Inc. allow credit on opened, damaged or re-taped cases.
- Under no circumstances can Anchor Packaging, Inc. allow full credit for partially used rolls or cases.
- Any return of merchandise without written authorization from Anchor Packaging, Inc.'s St. Louis office will be refused at our doors.

#### **SAMPLE POLICY**

- Anchor Packaging, Inc. will send customer requested samples via courier, based on standard delivery times for all North American destinations. Please allow ten (10) business days for all samples to arrive at stated destination. Standard courier shipments will be sent prepaid. **Please allow 48 hours for the processing of all sample shipments.**
- In the event Anchor Packaging, Inc. is requested to send samples expedited or next day, the sample requestor will be required to pay for all freight charges. The requestor will be required to provide the method of transportation and applicable account numbers.