

HOW DO I ORDER? IT'S EASY!

Make a photocopy of the Order Form on the previous page, complete it and fax it back to us using our toll free fax number **1-888-515-6879**.

PRICES

We will make every effort to maintain the prices printed in this catalog. However, we reserve the right to change prices if a supplier increases its price by more than 10%. If there is a typographical error in the price shown, we reserve the right to charge the applicable price. In all cases, the applicable price will be confirmed to you before we send your order.

Catalog prices do not include the cost of transportation or any applicable taxes. Shipping charges will be shown separately on your invoice.

SALES TAXES

Applicable taxes will be added to the merchandise price and shipping charges.

Canadian provinces

- Ont., Man., Sask., Alb. and B.C. (5% GST only)
- Quebec (5% GST and 7.5% PST)
- Maritimes (13% HST only)
- USA - Not applicable

*If your organization is exempt from GST, please provide us with your exemption certificate number and indicate it in bold print on your order form.

PAYMENTS BY CHEQUE OR CREDIT CARD

TO AVOID SHIPPING DELAYS, DO NOT SEND ANY PAYMENTS BY CHEQUE BEFORE YOU RECEIVE AN INVOICE FROM US INCLUDING TAXES AND SHIPPING CHARGES. When you receive your order, the invoice will be on or in your package. If you can't find it, please call our customer service department and we will send it to you. If it is your first order with us, or if you are an individual, we will ask you to prepay by cheque, Visa or MasterCard. If it's not your first order but the order exceeds \$1000, we may ask you to send a down payment along with your order. Our credit department will contact you regarding the amount to pay. Once your account is established, we will invoice you with **payment terms of Net 30 days**.



SHIPPING DELAY

Unless otherwise mentioned by you, we will send all orders by the most economical and fastest carrier we can find. All products are shipped directly from our warehouse in Sherbrooke, Quebec, unless otherwise indicated.

Stocked items should be shipped to you within 3 weeks unless otherwise requested by you. Made-to-order products can take up to 6 weeks for delivery.

SHIPPING CHARGES

Shipping charges vary according to the weight and size of your order and the shipping address. We cannot establish the exact shipping charges before the day the order is ready to leave our warehouse based on the above mentioned information.

Add between \$25 and \$75 for all products carrying the . Items with the  will require a quote that we will forward to you before shipping your order. Customers living in remote areas may be charged a supplement. We will contact you for confirmation if this fee is high. There is a minimum shipping charge of \$10 per order.

IMPORTANT

Damaged Merchandise / Missing Products

As soon as the merchandise leaves our warehouse with the carrier in good condition, our liability ceases. Upon delivery of your merchandise, take a good look at the box while the driver is there. If the box is damaged, you can refuse the shipment or you can open it to see if the merchandise is in good condition. If you accept the merchandise, have the driver note any and all damages or losses, no matter how slight. If the content of your boxes is damaged, **it is your responsibility to call our company within 48 hours** to claim the damage. After that period of time, the carrier can refuse to pay claims for hidden damages. We will call the carrier ourselves to minimize any inconvenience to you. In any case, **keep the damaged boxes for inspection.**

If there is a missing product or an error on our part, call our customer service department immediately and we will take care of it right away. **You have a period of 3 weeks to make such a claim. We will not replace any products after 3 weeks of delivery.**

RETURN POLICY

Reality Orientation Boards, Grandfather Clocks, Activity Illustrations, Display Boards, Memory Cases, Adapted Signs and Visual Identification Pictograms are made to order. **These products cannot be returned.**

If, within 1 month, you are not completely satisfied with any other product than the ones made to order, we will do our best to make you happy with your purchase. If the products have not been used and are in perfect condition, call our customer service department to get a Return Authorization Number. **IMPORTANT:** We will not accept any returned products without this number. You will need to wrap the products carefully and send them back to our warehouse at your expense accompanied by a copy of the invoice, the Return Authorization Number and the reason for returning the products. You must understand that there will be a 10% restocking charge for all returned goods unless they were damaged. After we receive the returned items in perfect condition, we will send you a credit or a refund if it was paid by credit card.

If you receive merchandise that you did not order, please contact our customer service department and we will send our own carrier to pick it up.


BACK-ORDERS


If a product is not available at the time your order is shipped, we will send it to you as soon as it becomes available. The item and the shipping charges will be invoiced separately. If you wish to cancel this item, you must do so by calling us when you receive your initial order.

WARRANTY


We will honour all warranties offered by our manufacturers. Simply send us your proof of purchase when making your claim.

Concepts
du **SABLIER**

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 **1-888-515-6879**
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