

### Pricing

Price lists are for resellers only and supersedes all previous price lists. All prices, specifications, and availability are subject to change without notice. TAKNOLOGY reserves the right to correct all typographical errors. Please call for current prices when ordering. All prices are GST extra and FOB TAKNOLOGY's nearest warehouse.

#### First Order

A Certified Cheque or Cash is required for your first order with TAKNOLOGY, unless other terms have been granted prior to order. PST exempt orders must be accompanied by a valid PST exemption number and certificate. TAKNOLOGY reserves the right to charge PST on orders without the proper PST exemption information. Out-of-province sales are PST exempt excepting orders from Newfoundland, New Brunswick or Nova Scotia for which the entire HST must be charged. **Minimum Order**

The minimum dollar amount for each order is \$100.00. This excludes all taxes and freight charges. For any order(s) under the \$100.00 minimum, there will be a \$10.00 handling charge applied. Please note that if an order is over \$100.00 but the value of the item(s) being picked up or delivered is less than \$100.00 then the \$10.00 handling charge will apply but the \$10.00 handling charge will be credited back, once the balance of the order is picked up or delivered.

### Payment Terms

Our terms are Prepaid, Certified COD, COD, or Open Account basis. Terms of payment are subject to credit reference approval by our Credit Department. A monthly interest penalty of 2% will be charged on all overdue accounts. Any cheque returned NSF will result in a surcharge of \$15.00 on your account. A certified cheque is required to replace an NSF cheque and the amount must include the \$15.00 surcharge. **Return Policy**

Before returning goods for service, stock rotation or for credit, a Return Merchandise Authorization Number (RMA#) must be obtained. Goods must be returned in their complete original packing with a copy of the RMA form signed by TAK. Please mark the RMA# clearly on the shipping label and shipping documents. Return shipments must be prepaid. TAKNOLOGY will refuse all collect shipments, and/or return shipments without an RMA#. **Shipping**

#### Damage / Discrepancy

TAKNOLOGY ships all products insured, FOB our nearest warehouse. Always inspect your shipment upon delivery. If products are received damaged in shipment, a notation should be made on the carriers delivery document and a copy retained. Contact our customer service department for an RMA# immediately and the claim(s) will be processed. Discrepancies should be reported within 2 days of receiving goods. **Restocking Charge & Credit**

TAKNOLOGY charges a 25% restocking charge for returned, non-defective merchandise and for merchandise refused with no cause. Returned items will only be accepted in new and resalable condition within seven days of the invoice date. No cash refunds are issued for returned products. All credits are applied towards future purchases. All credit claims will be limited to a one year time period. **Warranty**

All products are covered by the original manufacturer's warranty. If a product is returned as

damaged or defective but no fault is found, TAKNOLOGY reserves the right to charge the return freight costs. Defective products that are under warranty will be repaired promptly and returned freight prepaid by TAKNOLOGY. Please refer to the Taknology Warranty page for more details regarding each individual manufacturer's warranties. **Demo Printers for Evaluation**

Demo Printers are available to dealers in good credit standing with TAKNOLOGY for an evaluation period of no longer than a week. The dealer is responsible for all freight costs, damages and any missing documentation and accessories. Please inspect the demo unit when received and report any damage or any missing items to TAKNOLOGY immediately. Dealers requesting a demo unit will be invoiced for the price of the items plus freight charges if applicable. The total invoiced amount less freight (and charges for any missing items if applicable) will be credited after the demo unit is returned in satisfactory condition. **Stock**

### **Rotation**

(THIS POLICY DOES NOT APPLY TO DISCONTINUED PRODUCTS)

Stock rotation is available for the majority of our products with serial numbers, which have been in a dealer's inventory for a period between 30 and 60 days. Products must be in new, unopened and resalable condition and containing all original packaging, accessories and documentation. Total amount of products returned for stock rotation cannot exceed 20% of dealer's last 12 months purchases. To qualify for credit under this policy, the following conditions apply:

1. Dealers must be in good credit standing with TAKNOLOGY
2. The products returned must have been fully paid for
3. RMA form must be submitted with an order equal to 125% or more of the value of the returned products
4. Dealer is responsible for the freight charges of the returned products
5. All returned products are subject to inspection and verification by TAKNOLOGY before credit is issued. A \$50.00 penalty will be charged to dealer for trying to return products which do not pass
6. TAKNOLOGY's inspection and the products will be shipped back to the dealer, collect freight
7. Credit will be issued at TAKNOLOGY's current price or invoiced price, whichever is lower, for use on future purchases. NOT ON ANY OUTSTANDING INVOICES
8. Minimum value for products that can be returned free of charge under this policy is \$250.00. A \$25.00 handling fee will be charged for items worth less than \$250.00