



SALES TERMS

- Price** *Prices are subject to change without notice.
Prices are F.O.B. Candiac, Quebec, Canada unless specified otherwise.*
- New Accounts** *Please contact Action O&P for a credit application to open a new account*
- Terms** *Our terms of payment are net 30 days.
Payment within 10 days earns a 2% discount.
Past due accounts incur an 18% finance charge, can not benefit from the 2% discount, will be required advanced payment for future orders and will be submitted to a collection agency after 45 days.*
- Returns** *All returns require an advance request for a Return to Manufacturer Authorization (RMA).
Returned items must be in saleable condition
Returns after 30 days from the invoice date will incur a 15 to 25% restocking fee
No returns will be accepted after 60 days from the invoice date for any reason
Special order items and non-stock items can not be returned*
- Damage Claims** *Please keep any damaged shipment in the state it is received for inspection by the carrier and call Action O&P immediately for further instructions.
DO NOT RETURN THE MERCHANDISE without an RMA.*
- Shipping & Handling** *Shipping and handling charges are billed on invoice.
The customer chooses the method of shipment.*
- Dispute** *By opening an account with Action O&P, you agree that any dispute arising between you and Action O&P, that can not be settled peacefully, be submitted to the court of Longueuil.*

Attention!

**Look for small items!
Do not throw them with the packing material!**

Small items are often shipped inside the cartons of bigger items to lower the shipping cost and for added safety.