

# Terms and Conditions



## **Payment and Terms:**

- ◆ New accounts will be placed on a C.O.D. basis until credit can be established
- ◆ Once credit has been established terms will be 14 days
- ◆ 2% discount for customers with terms that wish to pay C.O.D. (doesn't include credit card payments)
- ◆ Cash, cheque, Visa/MasterCard/American Express or e-transfer (payments@mjmpet.com) accepted

## **Overdue Accounts:**

- ◆ 2% interest charge for invoices overdue by 30 days
- ◆ New purchase orders will be held until account is within terms

## **N.S.F. Payments:**

- ◆ N.S.F. cheques will be subject to a \$30.00 charge
- ◆ Two NSF cheques in 1 year will result in account being placed on C.O.D. (Cash, Credit Card or Certified Cheque/Money Order will only be accepted until further notice)
- ◆ Replacement funds are required before we can ship future orders

## **Return Policy:**

- ◆ **We do not accept returns on expired items**
- ◆ All returns must be authorized by MJM Pet Supplies Inc. prior to return
- ◆ Once return is authorized, a representative will pick up the product or, other arrangements will be made
- ◆ Items approved to be returned must be in re-sellable condition and are subject to a 15% restocking fee within 30 days from invoice date
- ◆ Shortages, overages and damages must be reported to MJM Pet Supplies Inc. within 2 business days.

## **Pricing Policy:**

- ◆ Prices may change without prior notice.
- ◆ Items may be discontinued without prior notice.

## **Backorders:**

- ◆ Backorders will not be processed unless the item was part of a promotion or I.S.O.

## **Freight Terms\*:**

### **Accessories & Treats:**

- ◆ Minimum order **\$50.00** plus cost of shipping.
- ◆ Minimum order of **\$400.00** to receive free shipping in **Central and Southern Ontario**.
- ◆ Minimum order of **\$500.00** to receive free shipping for **Northern Ontario**.

### **Pet Food & Litter:** (Can be combined with accessories and treats to attain minimum)

- ◆ Minimum order of **\$600.00** to receive free shipping for cities listed on our MJM delivery truck schedule (Western, Central and Eastern Ontario)
- ◆ Minimum order of **\$1000.00** to receive free shipping in **Northern Ontario**

**Minimums vary for all other areas within Canada, and may be subject to additional shipping charges, please call to confirm.**

\*Some addresses may be subject to a \$7.00 delivery surcharge