

PURCHASING PROTOCOL

PURCHASE ORDER

1. Send a numbered purchase order either by email at info@impexstones.com or by fax at **450-686-0677**.
2. P.O. must indicate :
 - Name and color of the selected product.
 - Number of boxes required.
 - Number of squares or linear feet to cover.
3. Indicate if the order will be :
 - Picked up or delivered.
 - If delivered, we need : Name of transport company - 2. Phone number - 3. Your account number.
 - Please note: A 15\$ handling charge will be billed when merchandise is to be picked up at Rosedale Warehouse.

BACKORDERS

A fax or an email will immediately be sent to inform the customer of the situation with an expected date of availability.

CANCELLATION OR MODIFICATION OF A PURCHASE ORDER ALREADY RECEIVED IN OUR OFFICE

By email at info@impexstones.com or by fax at **450-686-0677**, indicating the purchase order number concerned.

RECEPTION OF MERCHANDISE

1. Immediate inspection of the merchandise is required.
2. Verification of the product, quantity and quality.
3. Immediate notice to Impex stone if there are any discrepancies, breakages or other.

VERIFICATION OF STOCK AVAILABILITY

Customer service at **450-973-1732**. Toll free : 1 **877-973-1732**

TRANSPORTATION

1. Cost of shipping is the responsibility of the client.
2. Upon request, the shipping can be arranged by Impex Stone in which case a 10% administration fee will be added to your invoice. This cost must be paid within 15 days of the billing date
3. Upon request, whenever possible, an employee of Impex Stone may deliver the merchandise. A minimum charge of 30\$ per order will be billed. Obviously, this charge may vary depending on the distance for the delivery.
4. The products may also be shipped by bus in which case the cost of shipping plus a 10% administration fee will apply and be billed to the client.



450-973-1732
1 877-973-1732
info@impexstones.com
www.impexstones.com



MERCHANDISE RETURN PROTOCOL

1. Any return must be requested by fax at **450-973-3694** or by email at **info@impexstone.com**.

Important notice:

- Only our customer service department is authorized to treat any request for a return.
- We reserve the right to refuse any returned merchandise that hasn't been pre-approved. Such shipment will be returned at the customer's expense.
- Request for a return must be done within 30 days of the invoice date. Return of the merchandise shall be done directly to our Laval warehouse, within 15 days after authorization has been approved.
- Return will be inspected by our warehouse staff. No credit will be issued for broken merchandise or mixed stones within the box.
- All accepted returns must be sent to the Laval warehouse and not the Rosedale location in Quebec.

2. **The return form must indicate :**

- Invoice number or original Purchase order number
- Reason for the return

Impex Stone will confirm by email or fax the return authorization number.

3. A 25% restocking charge is applicable on all returns.

4. **The return**

- Authorization form must be sent with the merchandise.
- Return must be done within 15 days after approved authorization.
- All return, with no exception, must be sent to our Laval warehouse.
- Return must be done in the original boxes. Boxes must be in perfect condition and complete. It is the responsibility of the distributor to make sure that any return by one of its customers is done in accordance with the above conditions.
- Transportation costs are at the customer's expense.
- All returns will be examined upon reception in our warehouse. Any discrepancies (mixed products, breakage, etc.) in any given boxes will be rejected and no credit will be issued.

BROKEN MERCHANDISE

1. All our boxes are verified prior to shipping.
2. **Attention:** Impex Stone is not responsible for any breakages if the order is picked up by your own carrier.
3. Verify the products upon reception at your warehouse and inform Impex Stone of any breakage within 24 hours.
4. If the above is not respected, no credit will be issued for the broken boxes or products.

MERCHANDISE « PENDING » VERSUS MERCHANDISE « RESERVED »

Distribution Impex Stone accepts orders to be delivered at a later date. These are identified as «pending» which means that the client will advise us later of the delivery date.

Important:

1. Impex Stone considers reasonable a delay not exceeding 30 days from the receiving of the order.
2. The order form must indicate «pending». If that mention does not appear on the form we will consider it as ready to ship immediately.
3. For any «pending» order, Impex Stone does not guarantee the availability of the products if the 30 days delay mentioned above is exceeded.
4. If the client wishes for the merchandise to be “reserved” to ensure the availability of the products even after the 30 days delay, the order will immediately be invoiced and the usual terms for payment will apply.
5. The payment will not be refunded if the customer cancels the order afterwards.
6. Distribution Impex Stone can only guarantee the quantities ordered on the original invoice.



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