



HEAD OFFICE
 95 Clegg Rd.
 Markham, ON L6G 1B9
 Tel: 905-474-1555 Fax (905) 474-0960
TOLL FREE NUMBER
1-800-263-3551

TERMS OF TRADING- RETAIL ACCOUNTS

PRICING

All prices are quoted in wholesale dollars. Prices are subject to change without notice.

TERMS AND CONDITIONS

Orders are taken subject to approval and acceptance by the Head Office of **Canfloyd (a division of Candym Enterprises)**, and the availability of merchandise. **Canfloyd** does not accept responsibility for merchandise discontinued or out of production by factory and merchandise may be discontinued without notice. **All orders are prepayment until credit is approved. If credit is approved then payment will be due Net 30 days from invoice date.** Cash discounts will not be accepted. 18% per annum interest will be charged on overdue accounts. A charge of \$20 will be levied on any cheque returned by your bank. Further orders will not be processed if invoices are overdue. **Canfloyd** reserves the right to permanently discontinue supply of goods to accounts overdue.

RETURNS POLICY

No returns will be accepted without written authorization and a Return Authorization Number (RA#). Customer service representative must authorize returns. No discontinued or clearance merchandise may be returned. All returns will be credited at original purchase price, a 15% re-handling charge will be applied. Merchandise not in perfect re-saleable condition will not be accepted.

BREAKAGE IN TRANSIT

Any claims for damages or shipment discrepancies must be made within 15 days of receipt of shipment. Contact our customer service department to report any damages or discrepancies and to be issued a RA# relating to your claim. A replacement part, a credit invoice or a pick up tag may be issued in resolving your claim. Customers are asked to retain damaged merchandise until advised by Head Office or by your sales agent as to what steps should be taken for credit, return or disposal.

FREIGHT TERMS

All prices are quoted F.O.B. Markham, Ontario warehouse.

BACKORDERS

Unavailable merchandise will be automatically backordered unless otherwise requested.

NEW ACCOUNTS

A qualifying, credit approved, opening order may be shipped with Net 30 day terms. An opening order, which does not qualify for credit terms, may be shipped upon receipt of prepayment by Visa, Master Card or certified cheque.

PRIVACY POLICY

If you choose to give us your personal information including but not limited to your credit card number, it is important for you to know that the information given is safeguarded and accessed by a limited number of people who will use it for the purpose you intended and acknowledged. We do not give out personal information unless you have given us written authorization. Our staff have been trained to treat your information with privacy and respect.

	OPENING ORDER (NET)	RE-ORDER (NET)
HOME DETAILS	\$500	\$100
GIFTWARE EXPRESSIONS CHRISTMAS EXPRESSIONS GARDEN EXPRESSIONS	\$250 PER BRAND	\$100 PER BRAND
MAXWELL & WILLIAMS	DINNERWARE - \$2000 GIFTWARE - \$500	\$100
GATHERINGS / KROSNO	\$250	