



STANDARD TERMS AND CONDITIONS OF SALE

Effective: November 21, 2016

- Pricing:** All invoiced prices are Net each; applicable taxes are extra.
- Minimum Order Value:** \$500 Net (applicable taxes are extra).
- Broken Cartons:** AGF sells in full-case quantities only. Any order for a broken carton will be increased to the full case, automatically.
- Payment Terms:** Standard payment terms are Net 30 days from date of invoice, to all approved credit accounts. Shipments will be held for accounts in default of credit terms.
- Freight Terms:** All shipments are F.O.B. AGF Distribution Centres. Our minimum order value for freight paid is \$3,000; tax out, to major points in Canada.
- Changes to Orders:** Changes to purchase orders may be accepted within 24 hours of receipt of order by AGF.
- Lead Time:** We require 5 business days lead time from receipt of order, to ship from our Distribution Centres.
- Backorders:** Backorders will be shipped with your next regular stocking-order once the product becomes available. Customers may request that backordered products be shipped separately when available, at their expense.
- Short Shipments
Over Shipments
Wrong Goods Shipped:** All discrepancies must be reported to AGF within five (5) business days from receipt for goods (signed bill of lading), in order for AGF to trace the shipment with our carrier or arrange to credit/replace missing goods. Any issue not meeting the criteria will be escalated to an AGF Senior Manager for resolution.
- Damaged Goods:** Any damages must be reported to AGF within five (5) business days from receipt of goods (signed bill of lading). Damage is to be noted on the shipping documentation when the shipment is delivered. A digital picture of the damage will be required.
- Returns:** Returns will not be accepted without prior approval and a written Return Merchandise Authorization from AGF. No Returns will be allowed if material is older than 90 days from placement of P.O. Returns are to be prepaid and are subject to standard re-stocking and re-packaging fees of 20%. There are no returns on custom-made, special-ordered, or discontinued products. Products must be returned in full-case quantities, in original packaging, and in unused condition, or they will be refused and returned to the distributor, at their expense.
- Samples:** All samples must be requested through your AGF Territory Manager. Freight for any sample will be at the responsibility of the distributor.

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