

GENERAL POLICIES

- ▶ A period of 3 workdays is required to process the credit application upon reception of the duly completed "Credit Application Form". Any missing information will delay the process.
- ▶ Prices are subject to change without prior notice.
- ▶ Payment terms are: **Net 25 of the following month.**
- ▶ A 24% yearly interest rate will be charged (2% per month) to all past due accounts.
- ▶ Any costs related to the recovery of an overdue account with a collection agency will be invoiced to the customer.
- ▶ Taxes are not included in our prices.
- ▶ All prices are in Canadian funds unless stated otherwise.
- ▶ Transit is not liable for costs other than the purchase price of the product sold.
- ▶ Transit reserves the right to sell its products at different prices depending on the customer's place of purchase.
- ▶ Applications and reference numbers are a courtesy of Transit and are to the best of our knowledge; we do not take responsibility for any mistakes or misprints regarding this information.

Freight Policies :

- ▶ All prepaid orders will be shipped by the carrier of our choice.
- ▶ All orders received before the deadline will be shipped ground the same day.
- ▶ All additional fees related to a special transport request will be charged to the customer. (Ex: weekend shipments, express delivery, hazardous materials, second deliveries).
- ▶ A minimum order amount is required before the transportation is paid by Transit.

For shipments leaving from Levis, QC

- To obtain your freight prepaid, a minimum purchase order of **\$500.00*** (before taxes) is required for the following provinces:

- Quebec
- Ontario ***Upon request for Northern Ontario***
- New-Brunswick
- Nova-Scotia
- Prince-Edward-Island

- To obtain your freight prepaid, a minimum purchase order of **\$750.00*** (before taxes) is required for the following province:

- Newfoundland
- Manitoba
- Saskatchewan
- Alberta

- To obtain your freight prepaid, a minimum purchase order of **\$1 000.00*** (before taxes) is required for the following provinces:

- Northern Quebec
- Labrador
- British Columbia

For shipments leaving from Newfoundland

- To obtain your freight prepaid, a minimum purchase order of **\$550.00*** (before taxes) is required for deliveries throughout the Island.

* All prepaid amounts are subject to change depending on region accessibility.

Shipments from Toronto, ON

- Upon Request

Shipments from RJB centres

- Shipments are collect

Order deadlines :

- ▶ Transit will ship your order the same day if received before the cut off time.
- ▶ For prepaid shipping, the prepaid conditions must be met. It will be possible to add to the initial order before the deadline.
- ▶ The deadline to order is **3pm local time** (for the order to be sent the same day).
- ▶ In all cases, some exceptions may apply depending on the carrier.

Claims :

- ▶ If packages are damaged or missing upon reception, this information must be clearly marked on the bill of lading before accepting the shipment. A claim must be filed with Transit within 24 hours following the reception. When in doubt over the state of the merchandise, it must be unwrapped and inspected before the delivery receipt is signed.
- ▶ All claims regarding damaged or missing merchandise, invoicing or shipping errors need be sent to Customer service within 24 hours of receiving the merchandise.

Returned Merchandise :

- ▶ Transit has one of the fastest returns processing times in the industry
- ▶ All returns must be pre-approved
- ▶ An **RGA** (Returned Goods Authorisation) number will be given to the customer. This number must appear on all the boxes being returned. Take care not to write directly on the products packaging. All merchandise returned without authorisation will require additional processing time.
- ▶ A return authorisation does not mean a credit will be issued.
- ▶ All returns must be prepaid (at the expense of the sender).
- ▶ Handling fees may be applicable on merchandise returned in its original package, in good resale condition, inalterated.
- ▶ If packaging replacement is necessary, and available, packaging fees up to 25% can be applied. If there is no packaging available, the merchandise will be returned at your expense.

- ▶ All merchandise returned with a purchase date exceeding one year will be refused.
- ▶ All new merchandise returned with a purchase date exceeding six months will be credited at the lowest price between the price sold and the selling price on the date returned.
- ▶ Transit has the right of requesting proof of purchase before crediting.

Politiques de garantie :

- ▶ At Transit, we are committed to offer you the most advantageous guarantees in the industry.
- ▶ Customer must make sure that the parts were purchased from Transit.
- ▶ All our parts are **guaranteed for 3 months** after resale date, except for the following products that have a superior guarantee:

Description	Garantie
GENIUS COATED ROTORS	2 years
XTREME STOP ROTORS	1 year
SEMI METALLIC BRAKE PADS (PPF)	1 year
CERAMIC BRAKE PADS (TEC)	1 year or 20 000 km
CERAMIC BRAKE PADS (PPC)	1 year
VORTEX BRAKE PADS	1 year
SUSPENSION PARTS (TOP QUALITY & TOR)	Lifetime warranty limited*
COMPLETE STRUT ASSEMBLIES (UNITY)	Lifetime warranty limited*
SHOCK ABSORBERS	Lifetime warranty limited*
STRUT MOUNT	1 year
BEARINGS & HUB ASSEMBLIES	1 year
EXHAUST FLEX TUBES	1 year
HID CONVERSION KIT	2 years
LED PRODUCTS (AREN LITE)	10 years
WORK LAMPS (AREN LITE)	5 years
TRAILER BRAKE CONTROLLERS	Limited lifetime warranty on manufacturer's defects
PHILIPS BULBS AND ACCESSORIES	1 year

* EXCLUDED: FLEETS OF COMMERCIAL VEHICLES AND 4X4 CLUB. (1 year).

TORONTO • MONTRÉAL • LÉVIS • MONCTON • DARTMOUTH • GRAND FALLS-WINDSOR • MOUNT PEARL

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transitwarehouse.com

- ▶ No broken light bulbs will be considered as defective.
- ▶ Transit will honour warranties stated on the manufacturers packaging. If a replacement part cannot be provided, your purchase cost will be refunded.
- ▶ Guarantees do not apply to items installed improperly, misused, neglected, modified or manufactured.
- ▶ Transit cannot be held liable for repair costs or towing fees, whether the replacement is covered by the warranty or not.
- ▶ All warranties will be void if the parts used for the vehicle are not recommended by its manufacturer.
- ▶ A resale invoice copy must be sent with returned items.
- ▶ If the defective merchandise can be repaired, it will be repaired and returned.