

TERMS + CONDITIONS

Office Hours

8:00 am – 4:30 pm, Monday – Friday (Atlantic Standard Time)
Closed Canadian Statutory Holidays

Warehouse Hours

8:00 am – 4:00 pm Monday – Friday
Warehouse is closed for lunch between 12:00 pm – 12:30 pm **ABSOLUTELY NO WAREHOUSE PICK-UPS DURING THIS TIME**

New Accounts

First 3 orders must be prepaid.

Credit Card

A credit card can only be used on the day of shipping or pick up. If processed at any time after that, a 3% surcharge will be applied on the total of the invoice. It is up to the customer to make sure that a valid credit card is on file with us.

Terms

Net 30 days is offered to established accounts with a proven credit rating/history. At this time, we only offer terms to accounts within Atlantic Canada. All accounts with terms are expected to pay within these terms.

Invoice payment must be posted to reach Winemakeri Inc. on or before 15 days from the date of the invoice

Interest may be charged on overdue accounts at 2% per month (24% per annum). Customers presenting NSF cheques will be charged \$25.00 per cheque.

Accounts with amounts owing over 30 days will be subject to the account being put on credit hold until all overdue invoices are paid in full. In other words, orders will not be picked until all overdue amounts are paid. Once all overdue amounts are paid in full, orders will go into the queue behind all other orders in house. In cases where there are habitual overdue amounts, the account will be reviewed and will be in jeopardy of losing credit privileges. **Customers are responsible for knowing when invoices are due.**

Ordering

For accuracy, we would like all orders emailed to orderdesk@winemakeri.com or faxed to 1-877-278-1991/902-864-5628. We have provided an order form to all customers and it is preferred that this be used. We have also uploaded our online order form at <http://www.winemakeri.com/index.php/order-forms/order-canada>

NO PHONE ORDERS PLEASE!

Our goal is to have orders shipped and/or ready for pick up within 24 to 48 hours. In busier seasons this may not be feasible, however, you will be notified when placing your order.

Minimum of **\$200.00** per order.

Add-Ons

Due to Winemakeri Inc.'s customer base being so vast supplying retailers, distributors, etc., our warehouse is quite busy and we cannot drop everything to add on to an already-picked order. Keeping this in mind, we are implementing a 24-hour notice for any add-ons for both pick up and shipped orders. If add-ons are received without the 24-hour notice you risk not having your order shipped or ready for pick up on schedule.

Shipping

Please specify your preferred carrier when placing your order and whether your freight charge is to be prepaid and charged on our account or collect to you. Unless specified we will use our best judgment to which carrier will be the most economical. Our carriers of choice are Day & Ross and Altimax. For smaller orders that can be sent via Canada Post we have great rates. There will be a minimum charge when using any carrier. For your convenience we will add the carrier's freight charge directly to your invoice.

Damages or Loss

All products shipped from our warehouse are checked and leave here in good condition. When you receive your order please check for any damages or losses. If there are any visible damages, please have the carrier note and sign for this on the proof of delivery receipt. Check your shipment immediately against the packing slip or invoice and report any inconsistencies, damages or shortages to Winemakeri Inc. as soon as possible. We will determine the necessary action at that point.

Prices

All prices are F.O.B. Lower Sackville, Nova Scotia, Canada, unless otherwise specified.

Prices are subject to change without notice due to fluctuating foreign currencies, commodity exchanges, freight rates & manufacturing costs. However, we will endeavour to notify accounts of price increases in advance.

Return Policy

1. No returns will be accepted without prior notice and authorization.
2. All returns must be completed with 30 days of purchase
3. Returns must be in resalable condition, void of any price tags or price markings
4. No returns of product from other distributors
5. All returns are subject to a 20% restocking charge, unless otherwise agreed to by Winemakeri Inc.
6. All returns are to be pre-paid shipping, unless otherwise agreed to by Winemakeri Inc.
7. Perishable items and outdated items are non-returnable

