

ESSEX

D I S T R I B U T O R S

ESSEX DISTRIBUTORS

5930 No.6 ROAD, UNIT 325

RICHMOND, BC V6V 1Z1

TEL: 604 231 0755

FAX: 604 231 9102

O/L: 800 663 7739

How to Order

We accept telephone orders during our regular business hours, Monday through Friday 9:00am to 5:00pm PST & EST, or 24 hour fax line, or e-mail.

Payment

We welcome Visa, MasterCard, pre-approved company cheques, and cash only. For your protection, we do not accept cash through the mail. Make all cheques and money orders payable to **ESSEX DISTRIBUTORS**.

C.O.D. Orders

Cash, cheques or money orders will be accepted for C.O.D. payments. All refused C.O.D. orders will be subject to a 20% restocking fee. Essex Distributors will consider the entire order void with no notification to the customer. The customer will be billed 20% plus all freight charges to and from the destination.

Shipping

All items will be shipped Fedex or Purolator ground service unless otherwise requested. Canpar requires a physical street address; they will not deliver to a P.O. Box. All freight charges are the customer's responsibility. Please note that all freight charges are for Canpar/Purolator ground service. We will be happy to quote you charges for other shipment methods.

Expedited Shipping

Please call for Next Day and 2nd Day Air shipping quotes.

Oversized Items

All items which are considered "oversized" are items that can be shipped via Canpar/Purolator, but at an oversized rate.

Damage Claims

Always check the condition of your shipment in the presence of the person delivering the merchandise. Should any damage occur, immediately notify Fedex/Purolator so that the necessary steps can be taken to insure prompt replacement of any damaged goods. Notify Essex Distributors for instructions on returning damaged goods. Essex Distributors is not responsible for notification given after 2 (two) days of receipt of delivery.

Warranty

All items are warranted to be free from defects in materials and workmanship at the time of shipment to you. Your purchases will be backed by the limited warranties extended by the manufacturers of the parts. The manufacturers will not back warranty requests due to shipping damage, improper handling or installation, neglect, accidents, or competition use. For more details on warranties, we have a warranty procedure sheet available on request.

Returns

Should you need to return a part for refund or exchange, please contact Essex Distributors for a RA number. Some problems such as installation can be solved with a telephone call. Essex Distributors will not accept returned goods without prior authorization. The customer is responsible for freight on all return orders. Parts returned on a non-exchange basis are subject to a 20% restocking fee. Returns will only be accepted for up to 30 days after the original date of shipment.

Special Orders

If you require an item that is considered special order, we will require a faxed or e-mailed purchase order prior to ordering any item. All special items are to be prepaid and are **non-returnable**.