



MARCOR AUTOMOTIVE SALES POLICIES – June 2024

JOBBER/DEALER ACCOUNTS

- A minimum opening order may be required for all new accounts. The location of your business influences the size of your opening order. All new accounts will be sold on credit card until our credit department can verify your application and determine your account classification. A minimum of \$5,000.00 in monthly purchases is required to be considered for open account status.
- Standard payment terms for open account customers are "Net 30". A statement will be issued on the first of each month, and all invoices must be paid by the 30th of the month following the invoice date.
- Any open account not paid by the 30th of the month following invoicing will be placed on hold until the account is paid in full. A service charge of 1.5% will be levied on all past due balances on a monthly basis.
- NSF cheques will have a \$30.00 administration fee added, and the account will be re-classified to credit card.

ORDERS AND SPECIAL ORDERS

- All orders should be placed online, by email or by fax. Marcor will not assume any responsibility for errors, omission or miscommunications arising from verbal orders, or lack of part numbers being supplied by the purchaser. Any costs resulting from such a situation are the responsibility of the purchaser. Marcor will assume all costs should an error occur on an online, email or fax order. Orders totalling less than \$25.00 will be subject to a minimum order fee of \$10.00 in addition to any applicable freight charges.
- Marcor is pleased to perform special order requests for you and your customers but be advised that upon placement of special orders you have accepted full responsibility for the cost of the product, and all costs related to its arrival. These orders are non-cancellable and non-returnable. At our discretion, special orders may require a minimum 50% credit card deposit.
- Special orders are subject to incoming freight, brokerage and handling fees, and are the responsibility of the end user. Marcor will attempt to consolidate shipments when possible to keep costs to a minimum.

ORDER CANCELLATIONS

- Once you have placed an order, it may be possible to cancel the order under certain circumstances. All requests to cancel an order must be submitted by email to cancel@marcor.ca
- We will make every attempt to stop the order from shipping, however if it has already been picked and a bill of lading created, the shipment cannot be stopped and you must request an authorization to return the item once you receive it. Do not refuse the delivery. Refused deliveries are subject to penalties as outlined in our Return Policies.
- If it is a non-stocking item that we have ordered from the manufacturer and it has already shipped from the manufacturer, it cannot be cancelled.
- You will be notified by email or phone if we are able to cancel an order.

FREIGHT POLICY

- UPS, Federal Express and TForce are Marcor's primary freight carriers. Marcor reserves the right to determine the carrier for all shipments. Next day service is offered in most areas in the Ontario-Quebec region. Cut off time for same day shipping is 5:00 pm. It is possible in certain periods of high volume or other extenuating circumstances that shipments may be delayed.

Freight Program for most delivery areas in Canada:

- All orders \$200.00 and over will be shipped prepaid.
- All orders under \$200.00 will be billed a flat rate shipping charge of \$16.95.
- Certain oversize and/or overweight goods will be shipped with freight charges billed. We will request your consent to any extra fees prior to shipping.

Freight Program for extended/remote delivery areas:

- Yukon, NWT and Nunavut are always shipped with additional freight charges billed. Other extended delivery areas may also incur additional freight charges. We will request your consent to any extra fees prior to shipping.

Drop Shipments:

- Drop shipments are available to all Marcor customers and will incur a dropship fee of \$10.00 per shipment. Customers are responsible for providing the correct and complete shipping address. We will not ship to a PO box on dropship orders. All dropship orders are sent "signature required". If the customer will not be available to receive the order they must sign up for UPS "My Choice" or Fedex "Manage my Deliveries" so they can manage the package delivery. All other terms and policies apply.

General Notes:

- You must carefully examine all shipments upon arrival. Marcor does not ship damaged goods and insists that you contact the carrier immediately to report visible or concealed damage. Inspect all incoming shipments and note the damage at that time to initiate your claim with the carrier, not with Marcor. Please do not call Marcor to discuss shipment problems after you have signed for it. We will gladly assist you in any claim that arises, but you must initiate the claim with the carrier. Ownership of ordered items transfers to the customer once the courier or shipping company takes possession from Marcor.
- NOTE: Freight charges below minimum order are per order, not per day.

RETURN POLICIES

STOCK RETURNS

- You must fully complete a Marcor Return Authorization Form. This is available by logging in to the dealer portal at www.marcor.ca. On the My Account page, select Request a Return and complete the form. There is a button at the bottom to add multiple items (if needed), then click Submit when done. All stock returns must comply with the following conditions:
- No returns are accepted beyond 90 days from date of purchase.
- All new product returns must be in the original packaging, in re-saleable condition.
- Discontinued or clearance products are not eligible for return.
- Freight costs are not eligible for credit.

110-3325 North Service Rd Burlington, Ontario L7N 3G2 www.marcor.ca
Phone 905.549.6445 (Toll Free 800.263.8621)
Fax 905.547.9085 (Toll free 800.461.1458) Revised June 2024

- A two-for-one offsetting order or a 20% restock fee may apply at our discretion.
- All stock adjustments are limited to 5% of your prior 12 month purchases.
- You must provide us with the original invoice number for each return item.
- Your online return form will be sent to returns@marcor.ca when you select the "Submit" button.
- We will review the return and if acceptable, we will issue an RGA number which allows you to send the return to us. Do not send your return until you have received the RGA number.
- Returns must arrive freight prepaid. Freight collect returns will be refused.
- We will examine the returned product at our earliest opportunity and if everything is satisfactory you will be issued a credit or refund per the original form of payment.
- If the return is in unsatisfactory condition you will be notified and you have the option of having it returned to you and you will be charged for the return shipping costs.
- Products that are returned to us as undeliverable or refused will incur a minimum \$20.00 restocking fee which will be deducted from the cost of the first item on the return.
- No credit will be issued for unauthorized returns.

WARRANTY RETURNS

- You must fully complete a Marcor Return Authorization Form. This is available by logging in to the dealer portal at www.marcor.ca. On the My Account page, select Request a Return and complete the form. There is a button at the bottom to add multiple items and click Submit when done. All warranty returns must comply with the following conditions:
- You must provide us with the original invoice number for each return item.
- Please include a detailed description of the nature of the defect.
- Your online return form will be sent to returns@marcor.ca when you select the "Submit" button.
- We will review the return and if acceptable, we will issue an RGA number which allows you to return that item to us.
- Returns must arrive freight prepaid. Freight collect returns will be refused.
- A manufacturer's representative will inspect the returned product at their earliest opportunity and if everything is satisfactory you will be issued a credit or refund per the original form of payment.
- If the warranty is denied you will be notified and you have the option of having the item shipped back to you and you will be charged for the return shipping costs.
- Some manufacturers require that the product be examined at their facility and the wait for this can be lengthy.
- No credit will be issued for unauthorized returns.

Important note on returns

- Any products that are missing parts must handled directly with the manufacturer. We do not issue return RGAs or handle orders for missing contents.

Marcor is open Monday to Friday from 8am until 6pm for full service. Orders may be placed online, faxed or emailed any time, and will receive immediate response during regular business hours.

We believe that our policies are fair and equitable. Should you not receive a satisfactory explanation from your sales representative, you may call ext 2228 to discuss your issues further.

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