

# **TERMS AND CONDITIONS**

## PRICING

Prices in this catalogue are suggested list. Prices subject to change without notice.

#### TERMS

Terms for approved accounts are net 30 days. Terms for non established accounts are C.O.D., VISA, Mastercard or Direct Bank Payment. A \$50.00 charge will be applied for any returned cheque.

#### FREIGHT

Freight is prepaid on orders over \$200\*. Orders received before 12 PM Monday to Friday will be shipped the same day. Ground transportation is used, usually next day service. If a special service is required, accommodations can be made (extra charges will apply).

\* Some exceptions apply:

• A "No Freight Allowed" symbol (

#### **GO GREEN**

We have Gone Green and enhanced our ordering process by utilizing email and our NEW WEBSITE / E-STORE. Benefits to you are:

- All around faster, better service
- · It's eco friendly and cost effective
- Order Confirmations can be sent to multiple recipients and viewed by technicians in the field via BlackBerrys and PDAs. Orders can be checked for accuracy before the order is shipped.
- Pricing can be seen by accounting sooner and any discrepancy can be resolved instantly
- · Packing slips, rather than invoices, will be included in orders maximizing dealer confidentiality

## **ORDERING INFORMATION**

- If you can't readily identify the part, call us and we may ask the following questions:
- What does the part do?
- What is the part attached to? Are there any part numbers?
- What is the brand of equipment, colour of spa pac?
- 110 or 220 volt equipment?
- Match the part as close as possible to the catalogue picture. Note any markings on the product.
- Email us a digital photo (parts@centralspaandpoolsupply.com)
- Send us the part for matching. Contact us for a Match Part RGA Number.
- We offer one of the largest selections of spa and pool parts & accessories in Canada. If the part is not in the catalogue ask us. We should be able to find the part for you or cross reference it with another part available.

## **CUSTOM / SPECIAL ORDERS**

Any custom special orders must be paid in full prior to ordering

• Special order products cannot be returned.

### LEGEND

F.P. = Face Plate

C.S. = Case Size\*\*

\*\* Please note that Case Sizes are noted for your convenience only

We offer fast, efficient service backed by knowledgeable personnel with years of experience in spa repair.

In house technical support and repairs are always available to assist the dealer in solving spa problems.