



[www.ortechindustries.ca](http://www.ortechindustries.ca)

## **Terms of Service [UPDATE - January 2023]**

### **Standard Payment Terms:**

Net 30 days from invoice date, not receiving date.

### **Order Requirements:**

Minimum purchase order of \$1500 (before taxes) required for pre-paid shipping. All orders below this amount will be charged shipping fees. Orders valued at less than \$100 CAD before taxes or service fees will be subject to an additional \$25 CAD service fee.

### **Returned Goods Policy:**

To return goods, please e-mail [info@ortechindustries.com](mailto:info@ortechindustries.com) or call +1-888-543-6473. All material must be new and unused, of current design, and in resalable condition. Products must be shipped freight prepaid to the warehouse. A minimum 25% handling and restocking fee will be applied and credit memos can only be applied to future orders. Credits are valid 12 months from the date of the credit's issue.

### **Warranty:**

Ortech will replace or issue credit for any Ortech product found to be defective or malfunctioning while under the warranty period. Please inquire product specific warranty periods upon placing orders. This warranty covers replacement of defective parts or product provided the failure is not due to abuse, abnormal use, or by normal wear and tear. Invoice or proof of purchase is required. Please contact Ortech's head office for instructions.

### **Shipping Discrepancies:**

All discrepancies must be reported within 72 hours of receiving the product. All claims submitted after 72 hours from product receipt will be denied. To make a claim please e-mail [info@ortechindustries.com](mailto:info@ortechindustries.com).

### **To Order:**

Please email your purchase orders to [orders@crowndistributors.ca](mailto:orders@crowndistributors.ca) or call +1-888-543-6473.