



Shipping, Return & Exchange Policy

How do I place an order?

Please contact our office via phone, email or fax. We are pleased to announce that online ordering is now available. Please contact our office to setup a new account or get access to online log in.

Is there a minimum order requirement?

Minimum order is \$50.00

What are my payment options?

We accept the following credit card payments, MasterCard, Visa, and American Express. Net 30 days terms is also available but based on credit approval.

How do I track my order?

Please note that WASIP will provide you with an order confirmation via email and a tracking number to track the status of your purchase once your order has shipped.

When will my order ship?

Order will ship within 1 -3 days upon receipt of order. WASIP can arrange expedited shipping at an additional cost to the customer if required.

Freight Policy: All orders over \$2,000.00 before applicable taxes will be prepaid to one destination in Canada. **Domes and mirrors are subject for exclusion of this prepaid freight policy.**

Please note: Due to significant increases in freight costs, WASIP Ltd. will invoice all prepaid shipments at the "current" fuel surcharge of the respective carrier. This will be shown as a separate line item on your invoice titled "Fuel Surcharge". Customers with shipping destinations without the service of a loading dock are subject to tailgate charges. Minimum tailgate charges start at \$45.00 and will be added to your invoice as a separate line item titled "Tailgate Charge". It is the customer's responsibility to provide the necessary equipment at the time of delivery for unloading products.

Special Handling Charges:

All additional charges for shipping and handling, including but not limited to Dangerous Goods or Heated Service, will be invoiced under a separate line charge on your invoice.

How do I file a claim for damages and / or shortages?

The carrier is responsible for damage or loss in transit. Claims must be filed within 15 days of receipt of shipment. Title passes to purchaser upon dispatch from manufacturer's facility.



Shipping, Return & Exchange Policy

What is your return policy?

All returns must be made within **three (3) months** from the date of purchase. WASIP Ltd. must authorize all returns with a Returned Merchandise Authorization (RMA) number. Any returns sent to WASIP Ltd. without an RMA number will not be accepted. Any unauthorized shipments sent collect will have the freight charges applied to your current account. A minimum restocking charge of 15% will be deducted for handling.

How do I return a product?

To obtain a return authorization number, please contact our office via phone, email or fax. Please make sure your RMA number is clearly marked on the outside of the carton, and that a copy of the RMA is inside the box. All returns must be in original packaging, with no packaging modifications. Due to federal government regulations and guidelines, all sales of first aid products are final and non-returnable. All products returned to WASIP Ltd. due to an order entry or shipping error will be fully credited to your account. Custom or special order items cannot be returned.

Prices:

All prices are subject to change without notice.

Warranty:

WASIP Ltd. ensures its products to be free from defects in materials and workmanship at the time of shipment. All claims must be made within 30 days from the date of the invoice. This warranty is void on any product that has been tampered with, misused, or altered in any way. All domes and mirrors are inspected at the time of shipment. WASIP Ltd. is not financially liable for the receiving and/or installation of domes and mirrors.

Still have questions?

Phone:

416-297-5020

Toll Free #:

1-800-268-3572

Fax:

416-297-0109

Toll Free #:

1-800-263-9049

Email:

sales@wasip.com