

Payment, Shipping, Return and Warranty Policies

Written by DP Sharma

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Applicable commercial terms and conditions of sale of our products and services are detailed on the following page. We offer various methods of payment to suit your business requirements. We only sell hardware to customers in Canada.

PRICING: All prices are in Canadian Dollars. Minimum Order amount is \$250 for remote support, \$1200 for onsite Services and \$100 for Hardware, exclusive of shipping, handling and any taxes. For Hardware Orders less than \$100, there is an overhead charge of \$10 per order. POs can be e-mailed to sales@network-facilities.com or faxed to 1-866-288-2592 and require Pre-payment via Personal / Corporate Check / Money Order / Cashiers Check / Bank Draft (Equipment ships after check clears). Online Purchases at this time are not available and we are working on doing so and once available will require payment via Credit Card / Paypal.

SALES TAX/ HST/CUSTOMS / EXCISE DUTIES: Some of our products are shipped from USA based manufacturers / vendors, while majority are shipped by local distributors in Canada. We collect GST / PST (HST) for Canadian shipped products to Canadian addresses only. For USA sourced products, as mentioned clearly on website against such products, customers are themselves responsible for payment of relevant customs / excise duties or GST/PST (HST) to their taxing authority / Canada Post / UPS delivery person based on assessed taxes. Shipping charges are not taxable whereas handling / overhead charges, if any, are subject to taxes. For Services, full payment is either due upfront or in case of credit NET terms, are due within the terms of completion of work and submission of invoice. Late payments beyond the due date, will be charged an extra financial late fee @ 1.5% per month, with a maximum payment period of 3 months unless other arrangements are made and thereafter we reserve the right to approach credit recovery agencies or local courts to receive any pending amounts.

SHIPPING: There is a \$12.50 Flat Ground Shipping on all orders and Free Ground Shipping on all orders above \$3000. Our goal is to ship within 48 hours or less from receipt of Customer purchase order / email purchase. Shipment delays can happen from time to time for a variety of reasons. We try and keep our customers informed when an order is delayed; however we are not responsible for any consequential damages as a result of any delays. We do not guarantee delivery on a certain date and or time. We simply try our best to meet our customer requests. Delivery to customers, may take one to two weeks depending upon the shipping method and customs authorities handling time. Canadian customers should receive their product within 5 to 7 business days. We ship Fedex / USPS / Canada Post and provide email notification of shipping and tracking information. If the item cannot be delivered to your location because of your non-availability, or your location being closed, you have a grace period of 4 business days to pick it up from the courier facility as indicated on the note left behind and if you fail to do so, a 30% restocking fees or \$75 whichever is greater, will be charged to your account and remaining

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amount, if any, will be refunded back to your credit card with an email notification to you.

ORDER CANCELLATION: Orders cannot be cancelled after Purchase Order is processed and shipped unless authorized by our vendors / suppliers to us and in turn confirmed to you by us. A restocking fee of 25% applies on authorized returned equipment in unopened box form and customer is responsible for shipping the product back to our supplier / distributors in USA / Canada. On opened equipment with all materials, manuals, unfilled warranty cards and accessories included as originally sold, all in mint scratch free condition, a 30% restocking fee applies. Refunds will be in the form of store credit. You can not refuse to accept shipment or refuse to pay any customs / excise / taxes to relevant authorities / delivery person. If you do so, we will not refund any money. The only way you can return the product is via authorized returns as described below, if it wrong products was shipped or was received Dead on Arrival.

RETURNS: Any equipment returned for credit must be the exact model and serial numbers identified on an approved company return authorized material (RMA) authorization form. The equipment returned must be in the same condition and completeness as originally sold (i.e. factory sealed, cables, manuals, boxes, packing, adapters etc.). Return for credit items must be standard stock items and must be returned within 15-days of the original purchase date. We cannot accept back for credit any special order or non-stock items unless our vendor will take them back. All returns for credit must include an RMA number and will be assessed, at a minimum, a 25% restocking fee, unless returned within 30-days of the original purchase date and offset in advance by a larger or equal offsetting order. Any equipment returned incomplete or in non-original condition may be rejected by Perk Systems or subject to additional return charges as Perk Systems determines appropriate. The customer will be responsible for all originally invoiced charges on rejected items. Any rejected items will be returned freight collect and if refused will be discarded. Any return charges will be invoiced and charged to customer credit card. There are No Refunds, All Credits are Store Credits and expire after 90-days.

WARRANTY: The Customer should contact the original manufacturer for standard warranty services. Products that become defective during the warranty period shall be repaired, or subject to manufacturer option, replaced, directly by manufacturer. The limited warranty applies to normal proper usage of the hardware and does not cover products that have been modified or subjected to unusual electrical or physical stress. Network Facilities or the original manufacturer are not liable to repair or replace defective goods caused by, but not limited to, power failure, over-voltage, electrical or lightening surges or use of unauthorized parts. It is required to use a UPS derived power for all computer / networking equipment for safeguard against electrical power surges. It is also required to have a good electrical and equipment grounding as well as use of suitable lightening protectors on data networking cables (CAT5/6) leading to outdoors runs of such cable. Further outdoors CAT5e / 6 cable should be STP / FTP type and suitably grounded as per manufacturer's recommendations.