

TERMS & CONDITIONS

Note: The words merchandise, item(s), product(s), goods, and stock are used interchangeably and imply that they are regularly stocked.

PRICES Prices are FOB shipping point and may change without notice. Shipment(s) costs will be determined at the time of shipping. Prices quoted for projects are valid for 30 days or as per the date indicated on the written quotation issued by Canaropa.

Whenever possible, Canaropa will provide price protection for orders. All prices are subject to G.S.T. or H.S.T. and/or P.S.T. as applicable and do not include shipping charges.

TERMS OF PAYMENT Unless otherwise specified, terms are "Net 30 Days" from the date of shipment with approved credit only. An administration charge of 2% per month will apply to all overdue accounts. Without approved credit or prepayment, a certified payment must accompany the order. All invoice totals are the legal entitlement of Canaropa until paid.

MINIMUM ORDER Minimum order amounts must be at least \$100.00 per invoice net, before taxes.

SHIPPING Please refer to Shipping Policy (see page VI).

BACKORDERS Stock items on back order will be shipped prepaid as soon as possible at contracted prices. Items that are unavailable at the time of shipping will be automatically back ordered. If backorders are not required or accepted, it should be specified in the order or on the order confirmation.

CLAIMS Claims for labour or unauthorized charges will NOT be accepted.

Product claims will be handled according to the Return Goods Policy.

RETURN GOODS POLICY Canaropa must be informed within 30 days of the invoice date to start the return process. See the WARRANTY AND LIABILITY section for parts under warranty. Any request to return goods to Canaropa MUST be in writing with all of the pertinent information provided on the Return Merchandise Request form or RMR form. Returns will not be accepted unless a Return Authorization document, including a Return Authorization Number (RMA#) has been issued by Canaropa. Upon receipt of the completed RMR form and requested information, Canaropa will issue a Return Authorization document, including an RMA# and instructions for the return of the goods. All returned merchandise must be unused, in the original packaging, and unmarked. Returned merchandise must be accompanied by the Return Authorization document issued by Canaropa; the returned merchandise must be received by Canaropa within 60 days from the RMA# issue date. A restocking fee of 25% for Canaropa brands and 50% for partner products will be charged on goods returned as "not wanted" or "incorrectly ordered". No returns will be accepted after 60 days from the RMA-issued date as indicated on the RMR form. All items returned are subject to inspection. All special (non-stock, or customer-specific) item(s) are NON-returnable, NON-refundable, and NON-exchangeable, as per section SPECIAL ORDERS below. If the special item(s) are deemed to be defective and confirmed by Canaropa, they may only be exchanged for the same product. Canaropa's customers are responsible for all return freight charges. However, a credit will be issued for all reasonable and customary freight charges relevant to that item only if the wrong item was shipped by Canaropa. Customer-specific item(s) made specifically to the customer's specifications, i.e., custom keying and/or locksmithing work, are NON-returnable, NON-refundable and NON-exchangeable.

Canaropa will notify its customers via email, phone or mail of a possible credit note once Canaropa receives and processes the returned item(s). Please allow 30 days for processing the return. Note that Canaropa will credit reasonable shipping costs only if the return is a result of an error by Canaropa or the warranty claim for the item(s) returned has been accepted. If the payment was made by credit card, the credit will be applied to the original credit card account number only.

The RMR Forms can be downloaded from www.canaropa.com

SPECIAL ORDERS Special Order Items include all non-stock items and modified items, including all services and item reconfigurations, specifically requested or ordered by the customer, even if the item is featured in any Canaropa literature or websites. All items determined to be a Special Order, once ordered, can NOT be cancelled and are NON-returnable and NON-refundable. Special Orders are shipped and invoiced on the required ship date. Should the customer be unable to receive the order, Canaropa can recommend third-party warehouse storage facilities offering monthly rental options.

OUR COMMITMENT TO QUALITY The quality of all hardware distributed by Canaropa is inspected, reviewed and upgraded on a continuous basis. To maintain our commitment to quality, Canaropa reserves the right to make design and/or technical changes at any time. Specifications for any item may vary from those listed in the catalogue or other publications, and from previous specifications.

WARRANTY AND LIABILITY All Canaropa items are carefully selected and guaranteed to be free from defects in workmanship for a maximum period of 1 year or otherwise specified on a per-product basis. Other warranties are issued separately for different products from different manufacturers. Warranty periods are listed on product catalogue pages or can be verified by our customer support department, which can assist with any warranty information or questions. The product's warranty period starts from the invoice date. Our warranty covers free replacement or credit of such warranted items only; in case the warranted product is discontinued, a compatible product will be issued. Canaropa cannot guarantee replacement or credit; however, a warranty repair may be given. Any item returned under warranty may be repaired, replaced or credited at the sole and absolute discretion of Canaropa. No Warranty claim will be accepted without authorization.

Canaropa does NOT accept any liabilities for damages and/or labour claims for damage incurred on or as a result of the use or installation of the products and or work done thereto as a result. Canaropa is NOT responsible for improper use of the product beyond the limits for which it was designed and shall NOT, in any case, be liable for public, incidental or consequential damages of any kind. No other guarantees exist or are otherwise implied.

ACCEPTANCE OF ORDER Canaropa reserves the right to decline an order, in whole or in part, when the price, quantity, or assortments of goods are NOT satisfactory to Canaropa

FORCE MAJEURE Canaropa is NOT liable for any failure and/or delay in supply or delivery, or of any damage or defects to goods supplied or delivered hereunder that is caused by an event or circumstance beyond our reasonable control (including, without limitations, strikes, lockouts and other industrial disputes).

CHANGES TO PRODUCTS Canaropa makes every effort to ensure that product descriptions in our catalogues, brochures, and website are accurate. However, some inaccuracies, typographical errors or misinterpretations may occur. Canaropa reserves the right to correct such inaccuracies or typographical errors as they are identified. All depictions contained in our catalogues, brochures, and website are for illustration purposes only. Because of differences in picture inks, computer monitors, and printer ink, the colours of the actual product may vary slightly from those observed in any media format.

DISCLAIMER WARNING Some or even all data extracted from our catalogues, brochures, product information booklets or sheets, specifications, technical documents or any other source may NOT accurately depict the product in its latest configuration. Therefore, it is essential and your responsibility to request that the latest revision/configuration of product information is supplied at the time the order is placed.

THE TERMS AND CONDITIONS IN THIS DOCUMENT SUPERSEDE ALL PRIOR WRITTEN OR ORAL COMMUNICATIONS RELATED TO THE PRODUCTS AND SERVICES HEREIN. EFFECTIVE JUNE 1ST 2026.

SHIPPING POLICY

Unless otherwise stated, all shipments are FOB shipping point. Shipping destinations are expected to have dock-level access at a commercial facility and be open to receive freight during normal business hours without appointment. Requests for liftgate service or other special shipping instructions must be noted on your purchase order.

COLLECT SHIPMENTS We accept orders to ship via your specified carrier when accompanied by your carrier account number. Contact our Customer Service department for shipping requirements or transportation alternatives. For collect shipments, any claims for visible damage, concealed damage, incorrect delivery, or loss of package must be made directly with the carrier.

PREPAY & CHARGE For orders confirmed prepay & charge, the transportation fees are calculated based on actual dimensions, weight, and distance, as well as the carrier and shipping service selected by Canaropa. Surcharges may apply.

PREPAID SHIPMENTS Accounts eligible for prepaid shipping are subject to the following conditions:

1. Each order must meet or exceed the minimum order value determined by our Customer Service Department. The minimum order value is based on the supplying warehouse and the ship-to location.
2. Irregular item assortments that are overweight (such as bulk-pack hinges) or oversized (such as track/closet rods) may, at our discretion, be disqualified from prepaid shipping
3. Surcharges (see below) remain the responsibility of the customer and may be charged on qualifying prepaid shipment orders.

Orders related to warranty claims, errors, or backorders will be prioritized to ship with other goods or shipped prepaid when appropriate.

PICKUP DEADLINES Any order(s) that are NOT picked up by the customer after 30 days from the order's available date, or ship date, will be cancelled, the stock will be returned to inventory, and a restocking fee will be charged to the customer.

SURCHARGES Any extra charges incurred for additional services are the responsibility of the customer and may be included on the order invoice or a subsequent invoice. Common shipping surcharges include:

- Liftgate service.
- Delivery Area or Residential surcharges.
- Appointment-based, Call-ahead,
- Construction Site, or Saturday deliveries.
- Additional Handling or Undeliverable package fees.

SHIPMENT VERIFICATION AND INSPECTION

1. **VERIFY:** Verify the total number of cartons/pallets received matches the carrier's Bill-of-Lading.
2. **INSPECT:** Inspect for visible damage, looking for cartons with damaged corners, torn or punctured cardboard, and/or pallets with signs of stacking, excessive weight, or forklift damage.
3. **DOCUMENT:** Document any count or damage concerns on the delivery receipt with notes that are as specific as possible. Take photos where appropriate, and do not discard any damaged products or packaging until directed to do so by Customer Service.
4. **REPORT:** Report to our Customer Service team any shipping loss or damage within (30) days of receipt of goods. Claims reported after (30) days will be subject to the Carrier's bill-of-lading terms, conditions and claim handling policies.

EFFECTIVE JUNE 1ST 2026.

