

EIKO CANADA, LIMITED: SHIPPING TERMS, CONDITIONS, & PROCEDURES

Effective: October 24, 2025. Supersedes all previously published copies.

Ordering: All orders should be emailed to ca.orders@eiko.com. All orders received are subject to review and approval by our credit department. Orders received from customers with delinquent accounts may be subject to shipping delays.

Distributor Status: Distributors must purchase a minimum of \$5000 annually to maintain distributor status.

Prices: Prices are subject to change without notice and do not include applicable taxes. Any applicable taxes will be added at the time of invoice.

Small Order Charge: A \$25 small order charge will apply to orders under \$100 (before taxes).

Payment Terms: Net 30 Days, from date of shipment as it appears on the invoice.

EiKO Canada, Limited
7900 Goreway, Drive
Unit 8
Brampton, ON L6T 5W6

Return Authorizations:

1. Contact your Agent or Regional Sales Manager to obtain Return Authorization. Click here to complete [RGA Form](#) for expedited service. The form can be returned to your Agent/Regional Sales Manager/Regional Account Specialist which can be found at eiko.com.
2. Return authorization will only be provided if the customer has a valid invoice number and/or PO from the original purchase order.
3. Goods must be active items and less than one year old to be eligible for return. Clearance and discontinued items are not eligible for return.
4. A restocking charge of 20% will be charged on all authorized and acceptable goods.
5. All returns must be shipped prepaid, at the customer's expense, with a copy of the invoice and return authorization included.
6. Goods returned not in original packaging and not in resalable condition will not be accepted and will be returned to customer, at the expense of customer, and no credit will be issued.

Shipment Discrepancies/Damages: EiKO will credit or replace product found to arrive in damaged or broken condition on all pre-paid freight orders. All shipment discrepancies, damage, etc., must be reported within 10 days of the shipment date shown on the invoice. EiKO will not provide credit or replace product damaged or broken by the Distributors carrier. We encourage the Distributor to submit a claim directly to their carrier for compensation.

Freight Terms: EiKO products may be combined to meet pre-paid freight requirements. All pre-paid orders will be shipped F.O.B. destination via ground service and the carrier will be determined by EiKO. Orders that do not meet the pre-paid amount will be shipped at the customer's expense. At the request and expense of customer, orders can be shipped via air service. At the request of customer, orders can be dropping shipped and pre-paid amounts will apply to shipping destination.

F.O.B Destination, pre-paid as follows (before taxes):

Province	Prepaid Levels
British Columbia	\$1,000
Alberta	\$750
Saskatchewan	\$1,000
Manitoba	\$1,000
Ontario	\$1,000
Greater Toronto	\$500
Quebec	\$1,000
New Brunswick	\$2,000
Nova Scotia	\$2,000
Prince Edward Island	\$2,000
Newfoundland	\$2,000
Yukon	\$2,500
Northwest Territories	\$2,500
Nunavut	\$2,500

An additional charge of \$45 will apply for residential delivery and tailgate requirement.

General: EIKO Canada Limited reserves the right to discontinue and substitute brands at any time without notice.

Note: Fixtures sold with EIKO installed modifications are final sale and non-returnable.