

GENERAL SALE POLICIES

Terms of Sale

- C.O.D. until credit established.
- Credit application is available on line: "Credit Application Form".
- Account purchases are due within 30 days from shipping of goods.
- A finance charge of 2% monthly or 24% annually is applied to overdue invoice amounts.
- Prices are subject to change without notice.

Payment

We accept the following methods: company cheque, *certified* personal cheque, money order/ draft, electronic funds transfer (EFT), Visa, MasterCard and American Express.

Tax: Within Canada: 8% PST (Provincial Sales tax) is applicable to any items or services rendered within the province of Ontario; PST will be waived only if the purchaser provides a PST exemption certificate.

We are required by law to collect 7% GST (Goods and Services Tax) on rendered items and services.

Orders shipped outside of Ontario are subject to 7% GST only.

Tax: All Other: Exports to the USA and Mexico are tariff free if accompanied by a NAFTA certificate. State taxes may be imposed on imported goods by the local custom agency. Exports to all other countries are subject to taxes imposed by the country of import.

Freight: Canada, USA and Mexico

Shipments are Ex Works the factory. Vendor is not responsible for any damages incurred during transportation.

Tower orders are shipped by motor freight or air, on a prepaid basis.

Items 72"L or less are shipped by UPS or Purolator, collect or prepaid. Such items include obstruction lighting, roof mounts, assembly hardware or any small tower accessories.

We do our best to ship your order by the most cost effective method.

Orders shipped to USA or Mexico will require custom clearance. In such cases, the purchaser is responsible to provide a broker. If the purchaser does not have a broker GORD can release the shipment on customer's behalf.

Freight: All Other Regions

Shipments are Ex Works the factory. Vendor is not responsible for any damages incurred during transportation.

Shipments to Europe, South America or Africa are originated from our North American plant, by sea.

Eastern orders are shipped from our sister mid eastern plants, by the most cost effective method.

Claims

Freight Claim: All shipments become the property and liability of the purchaser upon acceptance of the merchandise in good order by the carrier. It is the Purchaser's obligation to submit claims for damage and/or shortages directly to the carrier. It is recommended that the Purchaser inspects the goods for any visible damages as well as any shortages at the time of delivery and ensure to report any problems on the freight bill. If concealed damage is found, the Purchaser should notify the carrier immediately

Returns: All tower sales are final. Shortages other than carrier caused must be reported within 15 days. To report problems please call our Southern Ontario location at (905) 791-5800, or e-mail us: sales@gordtelecom.com;

Privacy Statement

The handling of all personal information by GORD Telecom Inc. is governed by the Freedom of Information and Protection of Privacy Act (FIPPA).

Information use: We are committed to protecting your privacy.

All customer supplied information is used by GORD Telecom Inc for the following purposes:

- To obtain confidential financial information relating to the "Applicant" from the trade references and the financial institution.
- To contact the company or any of its employees in regards to our products, services, or any changes that may occur within GORD Telecom Inc.
- to contact the applicant regarding account status and invoicing, changes to credit terms, or any other matter that may affect the applicant's credit.
- GORD Telecom Inc will not sell or trade any personally identifiable information to unaffiliated third parties however it reserves the right to disclose the information provided by the Applicant in special cases when it has reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) GORD Telecom's rights or property.