

## Terms & Conditions

Unless otherwise specified in writing, the below terms and conditions apply to all quotes and sales.

### **PRICES**

Valid for a period of 30 days.

### **DELIVERY**

All products are sold F.O.B. Nova Pole plant. Freight extra, offloading by others. Damages incurred during transit are not the responsibility of Nova Pole.

### **DELAYS**

Nova Pole International Inc. shall not be liable for any delays for any reason beyond its reasonable control, including, but not limited to, delays caused by acts of God, war, fires, floods, accidents, quarantine restrictions, mill conditions, strikes, differences with workmen, delays in coating services, delays in transportation, shortages of materials, fuel, power, labour or supplies. Nova Pole International Inc. shall not be liable for any damages arising for such delays, loss of use or for other direct, indirect, incidental, consequential or special damages of any kind whatsoever.

### **ACCEPTANCE**

Acceptance or rejection of products shall occur within 14 calendar days of delivery. If notification is not received within the fore stated period, the products shall be deemed accepted by the customer.

### **CANCELLATION**

Nova Pole will not accept returns for custom-made products for any reason. Standard products may be returned only with Nova Pole Return Material Authorization (RMA) obtained within thirty (30) days after shipment. The return is subject to cancellation charges.

### **SHORTAGES**

All claims for shortages must be made in writing within 7 calendar days of receipt of shipment at destination.

### **WARRANTY**

All products carry one year warranty which is applicable under the following conditions:

- The defect is the result of faulty work of Nova Pole International Inc.
- Warranty covers only replacement or repair of products, but not product removal and installation.
- Defect is reported within 14 days of appearance.

### **PAYMENT TERMS**

Net 30 days from the date of the invoice. Any tax or other charge imposed by law on the sale of goods shall be paid by the customer.