

Returned Goods

Return Merchandise Authorization Number (RMA#) MUST accompany returned goods. To acquire a RMA#, contact our office and explain the reason for wanting to return the product.

Customers who wish to return merchandise must provide the following information:

Contact Name - Company Name - Customer Number - Products to be returned and reason for the return - Customer's PO number under which the goods were purchased(if issued) - Invoice number under which the goods were purchased

Please Note RMA numbers on the shipping label for proper processing and include a copy of the RMA form inside the shipping carton to receive prompt attention.

Goods returned for credit or refund, including goods returned for inspection under warranty, must be shipped to the warehouse by prepaid transportation. No "collect" shipments will be accepted.

Non stock items will not be acceptable for credit.

Only Sellable goods may be returned as long as they are in original shipping cartons, unmarked.

Custom products, such as water softeners, backwashing filters, filtration systems, commercial equipment and other custom products may not be returned.

Equipment which has been installed, may not be returned under any circumstances.

Merchandise older than 3 months from purchase date, may not be returned (non warranty related).

IMPORTANT NOTICE TO ALL CUSTOMERS PAYING BY CREDIT CARD

On January 1, 2004 the Federal Government of Canada began enforcing the "Personal Information Protection and Electronic Documents Act" (PIPEDA) in an effort to stimulate trade with the European Economic Community and encourage more online business.

As a result of this legislation, and for your protection we will request the full credit card number, expiry date, three digit CVD number (located on the back of the card) and name on the card each time you request that we process payment on it.

We will not process payment on a credit card without this information being provided to us by phone or fax by the cardholder. Under no circumstances will we process a payment on a card if the information is provided by a 3rd party. Instances where a company has more than one authorized purchaser will require that the cardholder provide us with a signed statement indicating the name(s) of the person or persons authorized to make purchases with the card. Even with this statement on file, the person placing the order must still provide the information on the card.

Orders received that do not follow this procedure will not be processed.

If you have any questions regarding this or our corporate privacy policy please direct them to our Privacy Officer at the address or phone numbers below.

We apologize for any inconvenience and thank you for your understanding and patronage.

Yours truly,

Terry Ryder
Operations Manager
1-888-694-2129 EXT. 107