

TERMS AND CONDITIONS

THIS CATALOGUE SUPERCEDES ALL PREVIOUS EDITIONS

PRICES

Prices are subject to change without notice.

TERMS

C.O.D or pre-paid; Net 30 days on approved credit; 2.0% per month finance charge on past due accounts; Visa, MasterCard, Direct Debit card accepted; ELM does not accept personal cheques; A \$40.00 service charge will be assessed on all returned N.S.F. cheques to cover bank fees and handling .

SHIPPING & HANDLING

Pick-up

Order pick-up is always welcome with at least 2 hours notice

Shipping

Shipping will be prepaid by ELM for orders over \$200.00 before taxes, destined to Industry Retailers & Technicians in Manitoba, Ontario, Quebec and the Eastern Provinces. Exception: Steps and umbrellas. All items will be shipped standard courier ground service (typically next day delivery) . Should you require guaranteed next day service, specify a particular courier company, or request any shipment method other than the standard courier ground service offered by ELM, additional charges will apply.
ELM does not ship COD

COMPONENT IDENTIFICATION

Try to match the part or component as closely as possible to the picture and description in the catalogue. If you are still unsure of the application, fax a drawing/photocopy of the part, or e-mail a digital picture along with dimensions and a brief description of the application and we'll do our best to try and help you with identification. You may also send us the part and we will attempt to match it for you. If it turns out that the item is no longer available, we will attempt to cross-reference to another available item

ORDER & PAYMENT PROCESS

Please be sure to include:

- Purchase Order Number (PO#) or Order Reference Number/Name
- Catalogue Part Number(s) & Description(s)
- Type/brand/serial number/model of equipment
- Product markings or codes if relevant

ELM will process the order as follows:

Credit Card Orders: your order will be converted into a Prepaid Order Form (see sample p. IV) and faxed back to you for confirmation, credit card number and signature. Once the completed and signed Prepaid Order Form has been faxed back to ELM, the order & payment will be processed before shipping.

C.O.D. and Direct Debit Card: accepted for in-house pick-ups only. Order confirmation will be faxed to you for approval and must be signed and faxed back to ELM before the order is prepared. Payment will be processed at time of pick-up.

Pre-approved Term Accounts: order confirmation will be faxed to you for approval and must be signed and faxed back to ELM before the order is processed & shipped. Payment due per terms of Account.

Special Orders: must be prepaid in full; non-cancellable; lead-times vary



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PRODUCT RETURN

PRODUCT RETURN PROCESS

1. Customer contacts ELM for a Return Authorization Number (RA#)
2. ELM will fax or e-mail the RA# on an *Authorization to Return Goods* form
3. Customer completes *Authorization to Return Goods* form, including as much detail about the problem as possible and whether a Warranty Inspection and/or Repair Estimate are required, and faxes or e-mails it back to ELM
4. Customer properly packages product to be returned and clearly indicates the RA# in LARGE print on the outside of the parcel and on the packing slip.
5. A copy of the original ELM invoice must accompany each product return

IMPORTANT

- Product must be returned within 30 days.
- Return product will not be accepted without an RA#
- ELM will not be held responsible for product returns that have been damaged in shipping. You will be notified immediately if a shipment is received damaged. You must make a claim directly with the shipping company.
- Collect shipments will not be accepted
- ELM reserves the right to limit the quantity of items that may be returned
- Product returned from outside of Canada: shipper is responsible for all Customs, Duties, taxes and any other related charges where applicable.

UNWANTED/UNUSED PRODUCT

For product ordered in error, or no longer required.

Acceptance of Unwanted/Unused product is subject to the following conditions:

1. Product that has been accepted for return will be subject to a 25% re-stocking fee charged to the returnee
2. Product must be in it's original packaging and suitable for resale as determined by ELM. Damaged, soiled or otherwise marked product and/or packaging, or product that has been installed ,will be returned at the sender's expense.
3. Special order product may not be returned under any circumstance
4. Product must be returned within 45 days of purchase

If the product intended for return to ELM meets these conditions, then follow the instructions above under *Product Return Process*

PRODUCT SHIPPED IN ERROR

Should incorrect product be shipped in error, contact ELM immediately upon receipt and an RA# will be issued per the *Product Return Procedure*.

We pay for the shipping...

If we make a shipping error, we will pay for the shipping to return the incorrect product to ELM and ship the correct item at our expense via our normal standard courier ground service.

You pay for the shipping...

If the wrong product is received, and was ordered without a specific part number, or we attempted to help you match it to a similar item at your request, then it will be the responsibility of the receiver to return product to ELM via pre-paid shipping.

IN-HOUSE DIAGNOSTIC TESTING & REPAIR FACILITY

Elm provides in-house diagnostic and repair of all brands of spa packs and related hot tub equipment. To use this valuable service, follow the instructions above under *Product Return Process*. Bench fee: \$40.00 - includes set-up evaluation and diagnostic. Labour fee: \$50.00/hr for all repairs, minimum 1 hour charge.

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WARRANTY

IMPORTANT

ELM does not directly warrant other manufacturer's product, but will do everything possible to assist you should a claim be required. Always be sure to review the manufacturer's warranty card for details.

PRODUCT FAILURE ON INSTALLATION

If the product was installed correctly and failed immediately upon installation, then it is usually (but not always) a manufacturing defect.

PROCESS

1. Contact ELM immediately for an RA#
2. ELM will fax or e-mail the RA# on an *Authorization to Return Goods* form
3. Customer completes *Authorization to Return Goods* form, including as much detail about the problem as possible, and faxes or e-mails it back to ELM
4. Customer properly packages product to be returned and clearly indicates the RA# in LARGE print on the outside of the parcel and on the packing slip.
5. A copy of the original ELM invoice must accompany each product return
6. Return product to ELM via pre-paid shipping.
7. Upon receipt, ELM will forward the product to the Original Equipment Manufacturer (OEM) for evaluation
8. Should the OEM determine that the failure is due to a manufacturing defect, ELM will reimburse the original shipping charges, and credit back the full value of the product.

PRODUCT FAILURE DURING OEM WARRANTY PERIOD

Review the OEM warranty policy to determine if the product is under warranty. If the product falls within the warranty period and appears to be a legitimate claim*, proceed as indicated.

1. contact ELM for an RA#
2. ELM will fax or e-mail the RA# on an *Authorization to Return Goods* form
3. Customer completes *Authorization to Return Goods* form, including as much detail about the problem as possible, and faxes or e-mails it back to ELM
4. Customer properly packages product to be returned and clearly indicates the RA# in LARGE print on the outside of the parcel and on the packing slip.
5. A copy of the original ELM invoice must accompany each product return
6. A copy of your original service (product installation) invoice to establish how long the product has been in use
7. Upon receipt, ELM will forward the product to the Original Equipment Manufacturer (OEM) for evaluation
8. Credit, replacement or repair is solely at the discretion of the OEM

Note that due to product date codes, it is in your best interest to return the product to ELM without delay

*legitimate claim does not include failure due to chemical abuse, water intrusion, voltage spike, failure of another component or any external reason other than a manufacturing defect

LABOUR REIMBURSEMENT

When applicable, labour off-set charge is reimbursed according to the Original Equipment Manufacturer product warranty policy. Please review the OEM warranty to determine if they offer a labour reimbursement before contacting ELM.

