

TERMS AND CONDITIONS

Pick-Up Orders

Customers may pick-up orders Monday-Friday between 8:30 am and 5:00 pm. Pick-up orders must be placed 24 hours in advance. Photo identification may be requested of the driver at the time of pick-up.

Orders not picked up within 10 working days will be cancelled and the goods returned to stock. A 15% restocking charge will apply.

Returns & Claims

All returns require a return authorization (RA) number issued by our Return Coordinator. A claim for the RA# must be made within 15 days from receipt of goods.

A 15% restocking charge will apply to all returns and refused goods. All returns must have transportation charges pre-paid. In order to be credited a copy of the invoice and packing slip must be enclosed. **NO RETURNS WILL BE ACCEPTED WITHOUT A VALID RA NUMBER.**

- Merchandise must be in original packaging.
- Under no circumstances will merchandise be accepted 30 days after the date of the invoice.
- Absolutely no returns on printed washed or decorated merchandise. Garments must be inspected before printing.
- Sample kits promotional and discontinued items are non-returnable.

Claims for receipt of defective merchandise must be reported within 30 days of invoicing and will be inspected for misuse and handled as per our guarantee policy.

An RA number must be issued. No claim will be allowed after 30 days. Inadvertent shipping of wrong size, colour or style will be accepted for exchange provided they are in original packaging and have not been soiled, damaged or altered in any way. No merchandise can be accepted for exchange after 30 days of invoicing.

Prices & Terms

Every effort is made to keep the prices and product construction in our catalogue consistent for the duration of the catalogue year. However, sometimes conditions arise during the life of a catalogue which obliges us to make changes which are kept to a minimum. All placed orders are shipped at prices quoted at the time of booking (or lower if the price declines) unless conditions dictate otherwise. Trimark is not required to notify customers of changes.

Colour & Size

Only the highest quality materials are used in Trimark's products. However, due to the nature of these materials, light colour variances may occur from dye lot to dye lot. We do not guarantee and are not responsible for matching colour shades. Because of the various methods of cleaning and laundering we cannot guarantee fastness of colour.

Due to the difference in some manufacturer's sizing specifications, a size in one style may have different specifications (fit) than the same size in another style.

Check if acceptable BEFORE creasing or embroidery work is done. Crested embroidered or printed garments will not be allowed back for credit.

Insurance

All merchandise is shipped with insurance coverage for loss or damages and an insurance premium is charged. It is explicitly understood that should the carrier specified by you refuse to accept insurance liability in full for loss and or damage your order will be shipped at your risk for loss and or damage for the full value of the portion or the shipment not covered by the carrier specified by you.

Guarantee Policy

For all the products listed we retain the right to be the sole judge in the matter of goods returned because they are defective or because they appear not to have given normal wear and service. We will repair or replace free of charge any article which proves defective in workmanship or material when subjected to fair treatment. All such returns require an RA # and must have transportation prepaid. Because of various methods of cleaning and laundering garments we will not guarantee garments against shrinkage and cannot accept responsibility for conditions of any clothing after washing or cleaning.

*Under no circumstances will we be responsible for merchandise that has shrunk due to silk screening or heat sealing of names and numbers.

PLEASE NOTE: For repairs all items must be washed or dry cleaned (as per the Department of Health Regulations).

Shortages

If a shipment appears damaged make a note on the transportation receipt "received in bad order" then if on opening the goods are damaged or missing please notify your courier. If a shipment appears to be in good order but some items are missing please notify us within five working days of receipt in order to make the appropriate adjustments. Shortage claims on shipments shipped to a third party will not be honoured.

Shipping & Handling

We ship by the method specified by you or by the cheapest method when left open. All goods are F.O.B. our warehouse in Toronto, unless otherwise specified. As we have no control over carriers we cannot guarantee shipments to arrive at your location or other destination on a specified date. Shipping and handling charges will appear on your invoice.

Third-Party Shipments

When orders are drop-shipped to third-parties it is the responsibility of the invoiced customer to check for proper quantity, style, sizing and/or quality of the order prior to any form of altering the product by the consignee - ie screen printing, embroidery, etc. A service charge of \$10.00 per shipment will be added to drop shipments. Trimark assumes no responsibility for discrepancies on orders shipped to third parties other than the invoiced customer.

NAFTA Requirements for U.S- Bound Shipments

Many of Trimark's products are "border friendly" meaning that with proper documentation they can be shipped from Canada into the U.S.A. under NAFTA. However some "Made in Canada" items may contain imported fabric that will not satisfy NAFTA requirements. Please check with Trimark prior to shipping any "Made in Canada" items to the U.S.A.



Customer Service

Monday-Friday.....Tel: 800 723 8383
8:00am-6:00pm(ET).....Fax:800 668 8605
Email: order@trimarksportsweare.com