

• Terms of Payment

Domestic orders: Clients with a certified account with **CANTROL** are Net 30 days. All other domestic orders require payment in advance by VISA, MasterCard, certified cheque, wire transfer, EFT, or e-Transfer.

International orders: Payments are payable in USD or CAD to **Control Inc.**'s business account at **RBC Bank** by bank wire transfer, or by VISA, MasterCard, or American Express. Etransfer is also accepted where applicable.

• Specifications of Products

Website specifications and descriptions are as accurate as possible. We reserve the right to make changes and improvements in accordance with the latest specifications and design developments. Models may be changed, improved, or discontinued at any time at **CANTROL**'s sole discretion.

• Pricing Policy

All prices listed on our website are in Canadian Dollars (C\$). **CANTROL** reserves the right to revise prices at any time and for any reason on its online shopping website.

Prices of goods, whether quoted or printed, are **Ex-Works** and exclude taxes, packing, freight, postage, insurance, port charges, off-loading, installation, and training costs unless expressly stated otherwise.

CANTROL reserves the right to correct any accidental errors or omissions in quotations and invoices.

• Warranty & Limitations

Control Inc. warrants all products against defects in workmanship and materials for a period of **18 months** from the original date of shipment, provided the equipment has been properly installed, maintained, and operated for its intended manufactured use. Normal wear and tear is not covered by this limited and exclusive warranty.

This warranty does not cover damage caused by negligent or improper use, electrical supply irregularities, accidents, fire, water, lightning strikes, or acts of God.

• Disclaimer

The foregoing warranty is **in lieu of** all other representations and warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, and

non-infringement.

CANTROL's liability, whether under these terms or otherwise relating to the sale or use of the products, is limited to the amount received from the customer. Under no circumstances shall Cantrol be liable for consequential, special, indirect, incidental, or liquidated damages.

• Packing / Shipping

Packing and cases for domestic shipments are included at no additional cost. Export shipments require special packing and cases and are subject to additional charges.

When specific shipping instructions are not provided, our judgment—based on the nature of the material, distance, size, and weight—will prevail.

All international orders require special handling fees and insurance costs, which will be calculated at the time of quotation or order.

We take extreme care in packing all items properly. Responsibility for safe delivery passes to the carrier upon acceptance of the shipment. If damage occurs, report it immediately to the carrier.

Request inspection by the carrier or its representative and obtain a copy of the report.

• Returns & Replacements

All new merchandise is shipped in perfect condition and packed to withstand normal shipping risks. It is the customer's responsibility to inspect the shipment before accepting delivery.

If damage is visible, the shipment may be refused, or the carrier must note the damage on the delivery receipt before acceptance. Keep all original packing materials until the carrier inspects the damage.

If concealed damage is discovered after unpacking, the carrier must be notified immediately and must inspect the damage and provide the required claim forms. Concealed damage must be reported within **10 days** of delivery.

Cantrol will assist customers with this process; however, once delivery is accepted, the customer assumes responsibility for reporting damage and filing claims. Failure to do so may result in loss of claim rights.

Products may be returned within **30 days** of receipt. No merchandise may be returned for credit or exchange without **prior written authorization from CANTROL**.

Returned items must be in original packaging and are subject to inspection. A **15% restocking fee** will apply. Return shipping costs must be prepaid by the buyer. Items damaged due to customer use or improper repacking may incur additional charges. **COD returns will not be accepted.**

• Disclaimer of Responsibility

The safe use of instruments, apparatus, and equipment described on this website may involve hazardous procedures and/or materials and may be subject to regulatory limitations. The information provided does not address all safety, legal, or regulatory issues.

It is the responsibility of the user to:

- Follow appropriate methods to ensure compliance with industry safety and health standards
- Determine the applicability of all regulatory limitations prior to use
- Be familiar with all applicable test standards and procedures
- Comply with all applicable federal, provincial/state, and local laws and regulations

Neither **CANTROL** nor other manufacturers of equipment sold by Cantrol assume any liability, express or implied, for a user's failure to comply with industry safety standards or applicable regulations.

• **Privacy Commitment**

Cantrol Inc. is committed to maintaining strict confidentiality and will not disclose client information to third parties by any means whatsoever. Information received through communications, mandates, or orders will be shared only with employees who require such information to perform their duties.