

**Terms:**

Terms are COD until approved by the Credit Department. Once approved, accounts are Net 30 days from the date of invoice.

All accounts with a past due balance of 31 days or more will be charged a late fee of 2% per month.

All accounts, which have balances past due by 45 days or more, shall have their credit privileges suspended or revoked and orders will not be processed until the past due balance is paid in full. We reserve the right to remove any discounts if accounts go past due.

NSF cheques will be assessed a \$25.00 service charge. NSF cheques must be replaced immediately and prior to the release of any new orders with a certified cheque, bank draft or money order which includes the \$25.00 service charge.

Payments can be made by debit, company cheque and/or cash. Personal cheques are not accepted. Credit cards are accepted but may incur additional processing fees. Credit cards may only be used for accounts with current status.

It is to your advantage as well as ours to keep your credit account current.

"Kane Pet Supplies works to ensure the accuracy of promotions and documents, and reserves the right to adjust pricing without notice"

---

**Ordering:**

Orders can be faxed, phoned or e-mailed.

Please provide the KVS item code number when placing orders.

All pick up orders must be placed a minimum of 4 hours prior to the expected pick up time, and must be picked up before 4:30pm. Our minimum order is \$25.00.

All orders are subject to GST/PST/HST where applicable. All published pricing is subject to change without notice.

---

**Prepaid Requirements:**

In order to obtain prepaid shipping/deliveries on orders shipped to one destination, orders not including taxes must reach our minimum requirements.

**With Pet Food:**

- The Greater Edmonton, Greater Calgary and Red Deer area: \$1200.00
- British Columbia, Alberta, Saskatchewan, Manitoba and Western Ontario: \$1500.00
- Ontario: \$1000.00
- Quebec: \$850.00
- Maritimes: \$1000.00

**Excluding Pet Food:**

- British Columbia, Alberta, Saskatchewan, Manitoba, Western Ontario: \$850.00
- Ontario: \$500.00
- Quebec: \$600.00
- Maritimes: \$750.00

**Frozen Fish Food:** All areas except Edmonton: \$650

Orders may include a combination of pet food and accessories to meet the requirements.

Additional freight surcharges may apply to large or weight sensitive items.

**Shipping / Deliveries:**

All freight policies are subject to change without notice.

After shipments have been accepted by the carrier they become the property of the consignee. Therefore, any problems with the shipment (i.e. damaged or lost merchandise) should be directed towards the carrier within 48 hours. It is very important to count and inspect each piece of your shipment before you sign the transport company's Bill of Lading. It is the only way to ensure the carriers responsibility.

All claims of Kane shortages must be reported within 48 hours of receipt of goods.

---

**Returned Goods Policy:**

You must have the authorization of Kane Veterinary Supplies to return goods prior to shipment or to dispose of damaged product. Please contact our returns department for a return authorization number.

Please enclose a copy of your original invoice with the product you are returning. An itemized list of product(s) being returned and a brief description of why the product is being returned must accompany all returns.

Any product returned for warranty work must have a copy of the bill of sale and a copy of the original invoice.

A minimum 15% recovery fee will be applied to all returns that are sent back due to customer error or out of season products.

Please ship all product returns back prepaid unless Kane's error.

**No Credit will be allowed on the following products:**

- Products unfit for resale due to improper storage, fire or flood damage, breakage, defacement
- Products with price stickers
- Products with broken seals
- Products sold with mention of "No Return"
- Non-dated merchandise over 1 year old
- Discontinued products
- Products manufactured/supplied on special order to customer's specification, except in the case of a manufacturing defect
- Expired or damaged product
- Short dated product (6 months or less) may be returned at a significant restock. For more information, call our returns department

---

**Note:**

Not all products are stocked or available in all locations.

**Disclaimer:**

Kane Veterinary Supplies Ltd. has made every effort to ensure the information that is published is accurate. It remains the responsibility of the readers to familiarize themselves with the products and information contained on the packages and labels. Please read carefully for proper usage instructions.

---

**"TDG Class":** Transportation of Dangerous Goods Class

**"LQ":** Limited Quantity

**"DG":** Dangerous Goods. Additional shipping charges will apply.

**"WC/EC":** Sold in Western Canada Only/Eastern Canada only.