

# General Information

## Ordering Procedures:

Please mail, fax or e-mail all purchase orders to:

Stance Healthcare Inc.  
275 Shoemaker Street  
Kitchener, Ontario, Canada N2E 3B3  
Phone: 877-395-2623  
Fax: 877-395-6270  
e-mail: sales@stancehealthcare.com

All prices shown in this price book are list prices and are subject to change without notice.

All orders will be acknowledged via fax or email. Customer must check order acknowledgment for accuracy and notify Stance Healthcare of any discrepancies within 24 hours, otherwise acknowledgment constitutes a final agreement between Stance Healthcare Inc. and the customer.

Distribution of this price list does not in itself constitute an offer to sell. Orders may only be placed by authorized Stance Healthcare dealers only.

## Payment Terms:

Payment terms are 2% 10 days, net 30 days. Pricing does not include state or provincial taxes. Payment by credit card will be considered on a per order basis. If invoice is not paid in full within 30 days, a late payment charge of 1% per month (12% per annum) will be applied on overdue invoices.

## Order Cancellations:

After an order has been acknowledged and placed into production, cancellations cannot be accepted without the consent of Stance Healthcare Inc. In the case of an order cancellation, customer may be invoiced for "work in process". Cancellations must be made in writing to the factory.

## Returns:

Product will be accepted for return only with an authorized written agreement. Product approved for return must be returned properly packaged in the original factory cartons. Return transportation charges must be prepaid by customer.

## Shipping/Freight:

Refer to page 8 for Stance Healthcare freight policy.

All Stance Healthcare Inc. furniture products are carefully inspected and cartoned by trained personnel before they leave the factory. If freight appears damaged on receipt, please do not refuse the shipment. Please note that the delivering carrier will not accept responsibility for shortages or damages if these are not noted on the bill of lading. Claims for concealed damages must be made to Stance Healthcare Inc. head office within 10 days of delivery. Stance Healthcare will not be liable for concealed damages after 10 business days if cartons are not opened within that time.

## Storage Charges:

Stance Healthcare Inc. reserves the right to apply a storage fee if customer does not accept shipment within 5 business days from the acknowledged ship date.

## Customer's Own Material:

Customer supplied materials must be shipped prepaid to Stance Healthcare Inc. and must be accompanied by a NAFTA certificate of origin and a commercial invoice as required by Canada Customs. Commercial invoice must clearly indicate the description of the fabric, including the makeup or content, the selling price, and the country of origin. Please contact our customer service at 877-395-2623 should you have any questions related to Canada Customs requirements.

COM materials must be received at least two weeks prior to the acknowledged ship date in order to avoid any delays.

COM material must be clearly identified with the following information:

- Fabric name and color
- Customer name
- Purchase order number

Stance Healthcare Inc. reserves the right to refuse to use any COM materials that we feel will compromise the integrity of our products.

All COM's are cut "up the roll" unless otherwise specified by the customer. Stance Healthcare will not be responsible for incorrect application of COM materials, unless we have been provided with application instructions by the customer.