

Terms of Sale – Canada & USA

SALES POLICY

All orders must be single release to single destination and, unless otherwise instructed, partial shipments will be made. Freight and handling will be added to each shipment.

Pricing is subject to change without notice.

NON-STOCK AND NON-CATALOG ITEMS

On any item that is considered a non-stock or special order, a minimum order quantity or special handling charge or other conditions stipulated by Greystone Energy Systems Inc. or our supplier may be applied. Special order items with these terms and conditions may be subject to a restricted return policy.

SHIPPING INFORMATION

Unless otherwise specified, all orders will be shipped via Ground.

Ground: Standard truck service ranging from 2-7 days dependent on your location.

ALSO AVAILABLE ON REQUEST

Air: Overnight Service to most major centers in Canada and United States

9 am: 9 am next day delivery to most major centres in Canada and United States

When finished goods remain uncollected or not delivered for more than 30 days from the date of manufacture, the seller reserves the right to charge a storage fee equal to 5% of total order value, unless agreed otherwise. Such charges shall be payable in addition to all other amounts due under the order.

ALL SHIPMENTS ARE F.O.B. POINT OF ORIGIN

Seller assumes no liability for damage or loss of shipment. Merchandise shipped is carefully packed or pre-packaged by our suppliers in compliance with carrier requirements. Claims for loss or damage in transit must be made with the carrier by the customer. All shipments should be unpacked and inspected immediately upon receipt. If damage does not become apparent until shipment is unpacked, customer must make a request for inspection by the carrier's agent and file with the carrier. Any external evidence of loss or damage must be noted on the freight bill or carrier's receipt and signed by the carrier's agent. Failure to do this could result in the carrier's refusal to honour claim.

PAYMENT TERMS

A. New accounts: C.O.D., Visa, Master Card, American Express will have a 3% surcharge added to either the line item or net invoice value. A company cheque with order is also acceptable. A credit application must be provided for open account consideration. Allow 48 hours for approval.

B. Established accounts: Net 30 days. Accounts over 30 days will be placed on C.O.D. status.

C. Credit Cards: Visa, Master Card, and American Express will have a surcharge added to either the line item or net invoice value.

RETURNS

PLEASE CONTACT YOUR GREYSTONE REPRESENTATIVE PRIOR TO RETURNING ANY ITEM IN ORDER TO OBTAIN A

RETURN AUTHORIZATION NUMBER (RMA). Any material returned without prior approval will be refused and sent back at sender's expense. ALL RETURNS FOR CREDIT ARE SUBJECT TO A MINIMUM 25% RE-STOCKING CHARGE OR

\$25.00, WHICHEVER IS GREATER. Return of non-stock, branded or special purchase items are subject to the manufacturer's acceptance and a 50% restock charge. ALL MATERIAL RETURNS MUST BE SHIPPED PREPAID.

WARRANTY AND DISCLAIMER

Greystone Energy Systems (Greystone), the seller of the products described, believes that technical information; specifications, test results, and recommendations herein are correct but do not guarantee their accuracy or completeness. Greystone warrants that their manufactured product will be free of defects in material and workmanship, for a period of five (5) years from the date of its original purchase. The warranty will not apply, if it is shown that the defect or malfunction was caused by not following manufacturers recommended periodic calibration procedures and/or damage which occurred while the product was in the possession of the consumer, such as: abnormal use, misapplication, modified or improper installation. This warranty only applies to Greystone manufactured product. Greystone reserves the right to refuse any warranty claim with just cause. Greystone will provide repaired or replacement material at its discretion. Since Greystone does not control the use of its products, there are no express warranties that extend beyond the description contained herein. Greystone disclaims any implied warranties of merchantability or of fitness for any particular purpose. On distribution products, Greystone is only acting as a distributor of products manufactured by other companies, Greystone expressly limits its liabilities to any guaran-tees extended by the manufacturer, which Greystone will pass through to the customer. No warranty will apply if the products are in any way altered or modified after delivery. Since Greystone cannot control the manner of use of the products after their sale, Greystone will not be responsible for any consequential damages. Terms of Buyer's or User's purchase

order shall not supersede this disclaimer and no warranty, expressed or implied, other than stated herein shall be effective unless contained in an agreement signed by an officer of Greystone.

LAW OF THE CONTRACT

This Agreement is made, executed and delivered in Moncton, New Brunswick, Canada, and any controversy arising hereunder or in relation to this Agreement shall be governed by and constructed in accordance with the domestic laws of the Province of New Brunswick, Canada. The parties hereto hereby agree that the application of the United Nations Convention on Contracts for the International Sale of Goods to this Agreement does not apply and is strictly excluded.

CONSEQUENTIAL DAMAGES

Anything to the contrary notwithstanding, the seller shall not be liable for any consequential, contingent or incidental damages whatsoever.

RIGHT TO SUBSTITUTE

The seller reserves the right to substitute materials used in construction of equipment sold, provided said substitution does not modify the operational characteristics of the equipment sold.

THESE TERMS AND CONDITIONS MAY BE MODIFIED WITHOUT NOTICE. THE TERMS OF SALE AT TIME OF SALE SHALL APPLY.

Greystone Energy Systems, Inc.
321 Desbrisay Ave, Moncton, NB Canada E1E 0J2
(506) 853-3057 Fax: (506) 853-6014
North America: 1-800-561-5611
e-mail: mail@greystoneenergy.com
www.greystoneenergy.com

Greystone Energy Systems Inc. is one of North America's

largest ISO registered manufacturers of HVAC sensors and transducers for Building Automation Management Systems. We have conscientiously established a worldwide reputation as an industry leader by maintaining leading-edge design technology, prompt technical support, and a commitment to on-time deliveries. We take pride in our Quality Management System, which is ISO 9001 certified, assuring our customers of consistent product reliability.

GREYSTONE HAS AN ISO 9001 REGISTERED QUALITY SYSTEM