



JAG PLUMBING PRODUCTS

WARRANTY LIMITATIONS: *

JAG PLUMBING PRODUCTS distributes precision replacement parts. Brand names, Model Names, Original Manufacturers' names or Stock Numbers which may appear on invoices, catalogues, packages, quotations or correspondence, are so utilized for purposes of identification only and are not a warranty or representation, either expressed or implied.

* All manufacturers' names except JAG PLUMBING PRODUCTS used in this catalogue are for reference purposes only and do not indicate original equipment parts.

JAG PLUMBING PRODUCTS will fit designated brands and are not to be construed as an endorsement or acknowledgement, either expressed or implied that products are sold as authentic O.E.M. products made by or licensed by such manufacturers. The original equipment manufacturer bears no liability for the quality of JAG PLUMBING PRODUCTS.

This catalogue produced as the FEBRUARY 2019 issue replaces all previous catalogues or other notifications.

TERMS AND CONDITIONS OF SALE:

ALL TAXES EXTRA

FREIGHT AND SHIPPING:

All orders are FOB our warehouses:

- Canada: Pickering, Ontario
- U.S.A.: Niagara Falls, New York

LEAD TIMES:

- JAG PLUMBING PRODUCTS prides itself on delivering orders to customers as soon as possible. All orders placed will be acknowledged with a confirmation and will be shipped out as soon as possible.

PAYMENT TERMS:

- All orders are payable net 30 days from date of invoice.
- 2% net discount when paid within 15 days or less of the invoice date.
- Any amount past due is subject to a finance charge of 1.5% per month (18% per annum) to the past due balances.

PRICES:

- Prices are subject to change without notice. All orders will be shipped and invoiced at the prevailing price at the time of shipment. For larger quantities, we would like the opportunity to quote pricing and scheduled deliveries.

CLAIMS:

- Claims must be reported within 2 business days of receipt of goods. No claims will be allowed unless reported within said timeframe. All claims for shortages or damages should be reported by consignee, and must be accompanied by a copy of the proof of delivery receipt noting the specific shortage or damage.
- Any claim should be reported to JAG PLUMBING PRODUCTS Canada offices at 1-855-686-0133.
- Shipments are made at buyer's risk unless ordered to be insured.
- JAG PLUMBING PRODUCTS shall not be held responsible in any claim of injury or damage from the installation of JAG PLUMBING PRODUCTS merchandise.



RETURNS:

- Returns are not accepted unless we are first notified of reason for the return and have authorized said return via an "RA#" - Return Authorization Number. JAG PLUMBING PRODUCTS will respond, in most cases, within 24 hours to all RA# requests. An RA# (or reason for decline) will be issued to the customer along with a Return Materials Form (RMF). Returned item(s) must be shipped with the RMF in order to be processed. Failure to include this form will result in the shipment being returned to the customer, at the customer's expense, and credit will not be considered. All RA#s expire 30 days after the date of issue. Returns on product (excluding defective items) will be accepted up to 90 days after date of delivery. Products returned without prior approval will be returned to sender freight collect.
- Return transportation must be PREPAID by customer. Any shipment sent collect will be rejected any returned at the customer's expense. Freight will be credited on defective merchandise or on orders cause by or resulting from shipping errors on our part.
- Credits will be issued at your cost when accompanied by an invoice or PO# otherwise the prevailing price will represent the credited amount.
- Material (excluding defective items) must be received by JAG PLUMBING PRODUCTS in sellable condition in the original packaging. Material (excluding defective items and our ship errors) will be subject to a minimum 25% restocking charge; Materials not received in original packaging will be subject to an additional 20% repackaging fee. Credits must be taken within one year of receipt.

MINIMUM ORDER QUANTITIES AND VALUES:

- All orders must be issued in increments of unit order quantities as listed in the catalog. Where only master case quantities are listed, orders must be issued by master case quantities as listed in the catalog. Partial order quantities will be increased to nearest inner case quantities. All orders must be placed conforming to priced units of sale, e.g.: bag, dozen, etc.
- Minimum order value - \$100.00 net

WARRANTY:

- JAG PLUMBING PRODUCTS warranty shall be limited to replacement or credit, not to exceed the purchase price of the item. Labor and/or installation charges of any kind are not covered by our warranty. The warranty is against defects in workmanship or material for a period of one (1) year form the date of purchase. The warranty covers only the specific use for which each item so designed.
- All claims regarding warranty must be reported to JAG PLUMBING PRODUCTS within 3 business days of occurrence.

BACKORDERS:

- If requested by the customer at the time of order, backorders exceeding \$50.00 will be held for 30 days. Backorders under \$50.00 will be cancelled.

ILLUSTRATIONS/PHOTOGRAPHS:

- All images, photos and drawings in the catalog are intended as general description only. Unless specified, they do not represent any particular brand or likeness.
- Products may not be exactly as shown and may change at any time without prior notification.

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CATALOG:

- JAG PLUMBING PRODUCTS shall not be held responsible for typographical errors and will not be held responsible for any liability associated with misprints, errors and/or pricing discrepancies in this publication.