

## Pricing

All prices stated within the Sonsuh Educational Supplies 2016-2017 Educational Resource Catalogue do not include taxes (GST, PST, HST). Taxes will be applied at the time of invoicing. **All prices are subject to change without notice. Undetected pricing errors may be corrected after the catalogue has gone to print.** For the most recent pricing and availability, please visit [www.sonsuh.com](http://www.sonsuh.com).

## Volume Discounts

Pick-up orders (excluding furniture & items mark with  symbol) are eligible for a 5% discount.

### Discount Structure:

**\$1000-\$2499: 5% discount (excluding furniture & items mark with  symbol).**

**Please note: Discounts apply to regular priced items. Not in conjunction with any other offer.**

Tender pricing available (please contact us for assistance).

Our customer service staff will be happy to assist any school, or daycare requiring complete room furnishing. We will ensure best-pricing on any quote given.

## Receiving

All items leaving our warehouse are quality checked by our warehouse staff. When receiving an order, please check the number of cartons received, and note any damages before signing for the shipment. If a damage claim needs to be made, please return all original packaging. Packaging is required to complete a claim. Claim requests must be made within 2 days of receiving your shipment. Delays in reporting a damage claim may result in the carrier refusing to pay the claim.

## Credit Claims and Returns

An exchange, or credit can be made at our retail location for any item purchased from our store, which is still unopened, and in sellable condition, within 30 days of the original purchase date. No exchanges or credit claims will be allowed on books, electronics, or clearance items.

A restocking fee of 20% may be applied for items ordered in error. Any shipping charges required for returning an item will be the responsibility of the customer.

## Terms

Payment may be made through Visa, MasterCard or company cheque (personal orders may be paid by a money draft, or banker's note). Purchases made in-store may also be paid by cash, or debit. Schools may purchase using a purchase order, as long as the school board shares a vendor-relationship with Sonsuh Educational Supplies.

Any individual, or establishment with tax-exemption status must produce a tax exemption certificate with a valid tax exemption number.

Net 30 days will be granted to schools and other authorized institutions upon the completion and approval of a credit line. Please see your invoice for payment details.

## Freight Policy

Delivery will be free to locations in the amalgamated city of Toronto for orders over **\$300.00** (before tax). Orders under **\$300.00** will be subject to an approximate 8% shipping charge (a minimum \$15 charge applies). **Free shipping does not include furniture and equipment.** Upon request, freight charges will be quoted for confirmation before delivery.

Orders being shipped outside of the GTA are subject to a shipping charge, based on the size and transport requirements of your shipment. **Furniture may involve additional shipping charges.** Orders going to remote areas, or areas not accessible by ground transport will be subject to extra freight.

For your convenience, freight will be added to your invoice, and charged at the time of payment. Upon request, freight charges will be quoted for confirmation before delivery.

### **Backorders under \$25.00 will be cancelled.**

Orders in stock will be shipped within 3-5 business days. Customers with backordered product will be notified with the length of time it will take to receive these items. Some furniture items are made to order at the manufacturer, and are not warehoused. These items will take longer to receive. Please let us know if you would like your order shipped complete, or only in-stock items shipped.

**Items with truck symbol  require additional shipping.**

Sonsuh Educational Supplies is not responsible for pricing or typographical errors.