

# **NEW** MDA's Terms and Conditions for all Janitorial/Stationery Products

Effective January 1, 2017

## PRODUCT DELIVERY

In Winnipeg, the standard delivery time for stocked items is two (2) business days from the time MDA receives your order. Delivery time for clients outside of Winnipeg is three to five (3-5) business days, depending on the product and location. Please note speciality orders i.e. furniture, delivery dates vary.

## PRODUCT RETURNS

Most items may be returned for refund within 30 days of purchase. Items must be in saleable condition, in the original package, and accompanied by proof of purchase (packing slip or invoice). To facilitate the credit process, a Return Authorization Number is required. Contact Client Services at 204-945-1614 or 204-945-0570 to obtain a Return Authorization Number and further instructions. Products cannot be returned without a Return Authorization Number.

MDA is not responsible for shipping costs associated with returned products. Under certain conditions, restocking and or delivery charges may be applied.

## SPECIAL ORDER, NON-STOCK MERCHANDISE

Returns for special order and non-stock merchandise, including furniture items, are not returnable.

## MINIMUM ORDER

In an effort to reduce processing costs, increase order efficiency, and lessen our environmental impact, MDA strongly encourages replacing frequent small orders with fewer large orders. Fewer orders means less packaging material, fewer processing steps, and a reduction in carbon dioxide emissions related to shipping. Help reduce our footprint on the environment while keeping Manitoba cleaner and greener. MDA reserves the right to charge a minimum order fee of \$15.00 on orders less than \$40.

## RESTOCKING FEE

A 15% restocking fee may apply to orders that are returned to MDA due to the order not being accepted at point of delivery. To avoid this charge, please ensure someone is available to accept delivery during standard business hours.