



CONDITIONS OF SALE

TERMS

Our terms are Net 30 days to approved accounts in good standing. An invoice will be enclosed with your order. Please pay from your invoice as no statement will be mailed. We appreciate prompt payment as we do not charge interest and like to keep our prices as low as possible. **Our 2% early pay discount applies if invoices are paid within 10 days or upon receipt of order.**

CREDIT ACCOUNTS

To set up an account with Stellar Wholesale Inc. please complete our Credit Application form and return it to Stellar Wholesale along with a copy of your current Business License and PST Certificate. In most cases your application will be processed within two working days. For more information on credit accounts contact Stellar.

CASH ACCOUNTS

To set up a cash account, please fill out a Stellar Wholesale Customer Information sheet and return it to us along with a copy of your current Business Licence and PST Certificate. Terms will be C.O.D. until credit applications have been approved.

SHIPPING

LOCAL - All orders valued over \$ 300.00 will be delivered, free of charge, by the next business day. In most cases, orders placed before 11:00 a.m. will be delivered the same day. A handling charge of \$10.00 will be applied to all orders less than \$300.00.

OUT OF TOWN - Orders placed by 11:00 p.m. will be shipped the same day. If you prefer to use a particular carrier or would like your order insured please let us know when ordering.

OKANAGAN - Orders valued over \$500.00 will be shipped pre-paid.

KOOTENAYS - Orders valued over \$600.00 will be shipped pre-paid.

ADDITIONAL CHARGES – Tailgate and beyond charges will be billed to the customer. All growing Mediums are exempt from free shipping.

For orders shipped out of the province of B.C. please discuss your shipping needs with our sales staff as we have a shared shipping program and have excellent rates in place. Any shortage of product should be reported within 48 hours of receipt of goods. If your order is damaged during shipping please contact Stellar Wholesale.

RETURNS

Please contact our sales staff regarding returns. Returned goods should be shipped pre-paid and may be subject to a restocking fee.

WARRANTY ITEMS

Please contact our sales staff if you have any warranty merchandise that may be defective. Many problems can be rectified over the phone. Any warranty items returned require an RMA number and should be returned pre-paid.

PRICES/NEW ITEMS

All prices are subject to change without notice. Contact our sales staff for the latest prices. If you are looking for an item not on our price list please ask as we endeavour to offer new products as they become available.

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