



## Thibert Inc. – Terms and Conditions of Sale

Canada | Effective 2026

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### INTRODUCTION: COLLABORATION | EXCELLENCE | COMMITMENT

At Thibert, our values drive everything we do: Collaboration, Excellence, and Commitment.

- **OUR MISSION:** To offer quality brands through a premium customer experience.
- **OUR VISION:** To establish ourselves as a key player in the distribution of our quality brands, driving innovative and sustainable solutions.

Thibert is more than a company—it's a team, a family!

### 1. PAYMENT TERMS

- Payment is Net, the 25th of the following month, subject to credit approval.
- Payments made by credit card are subject to a 2% administration fee.
- For complete details, please refer to our Credit Application Form.

### 2. INVOICES

- Invoices are available at [www.rthibert.com](http://www.rthibert.com).
- New accounts are set up to receive invoices and account statement by email (see account opening form).
- To update invoice email information, please contact Customer Experience at: **1-844-830-4001**.

### 3. PAYMENT DEFAULT

- Any unpaid invoice as of the 25<sup>th</sup> of the following month may result in suspension of new shipments until the account is settled.
- Returned cheques (NSF or other) are subject to a \$75.00 administration fee.
- Interest charges: 2% per month (24% annually) on unpaid balances.
- Authorized merchandise returns for settlement of amounts due are subject to a 25% restocking fee.

### 4. DELIVERY CHARGES

- **Daily freight charge:** \$19.95.
- **Handling fee:** \$5.00 per invoice



## WHEELS:

Freight prepaid with the purchase of **four (4) or more wheels in stock** (HD and commercial wheels excluded).

## TOOLS & EQUIPMENT:

- Orders prepaid over \$125.00.
- Orders below \$125.00: standard freight charges apply.
- Oversized/overweight items prepaid over \$2,000.00; otherwise, flat fee of \$175.00. Transport conditions must be verified may vary by region.

## SPECIAL DESTINATIONS:

- Iles de la Madeleine: F.O.B. Port of Montreal.
- Northwest Territories, Yukon, and certain remote destinations: shipped collect or prepaid and charge.
- Freight charges are subject to change without notice.

## 5. ORDERS FOR PICK-UP

- Allow approximately 45 minutes for order preparation.
- Pick-up hours: before 5:00 PM (Canada)
- Orders must be retrieved within 24 hours, otherwise they will be restocked, a charge of \$15.00 will be applied to your account.

## 6. DROP SHIP:

We can arrange shipping using the customer's account, or quote freight costs if they contact us.

## 7. LOST, MISSING, OR DAMAGED GOODS

- Claims for lost, missing, or damaged goods must be reported to Customer Service within 24 hours of delivery.
- Claims for damaged goods must include photos.
- Note: External carriers do not accept claims beyond 10 days after delivery.

## 8. GENERAL RETURN CONDITIONS

- Preauthorization required: All returns must be preauthorized by Thibert.
- Product purchased more than 12 months prior is not eligible for return.
- RGA (Return Goods Authorization) number required.
- Obtainable online at [www.rthibert.com](http://www.rthibert.com) or via Customer Service.



## CONTACT:

- Email: [cec-sac@rthibert.com](mailto:cec-sac@rthibert.com).
- Phone (toll-free): **1-844-830-4001**.
- Original bill of sale and reason for return are mandatory.
- RGA confirmation must accompany the return shipment.
- Thibert may require photos before issuing an RGA.
- Credit only; no refunds.

## RETURN LOCATIONS BY REGION:

Quebec, Ontario, Maritimes → Châteauguay  
315 boulevard Industriel, Châteauguay, QC J6J 4Z2

Manitoba, Saskatchewan, Alberta → Calgary  
10 Smed lane SE, Calgary, Alberta T2G 4T5

British Columbia → Pitt Meadows  
19055 Airport Way, Pitt Meadows, BC V3Y 0G4

## HANDLING CHARGES

Return Volume	< 10 % of annual purchases	> 10 % of annual purchases
≤ 30 days	No handling fee	
1 to 6 months	5 %	25 % restocking fee (may be refused)
6 to 12 months	7 %	

## ADDITIONAL RETURN POLICIES

- Product must be returned in original packaging and in new condition.
- Product must be test-fitted prior to installation.
- Non-returnable products:
  - All items from the Home, Sports & Leisure catalogue
  - Discontinued merchandise
  - Special Orders (cannot be cancelled or returned)



## WARRANTY RETURNS

- Credit, repair, or replacement provided according to manufacturer's warranty.
- Some manufacturers require customers to handle warranty claims directly.
- Warranty returns may be sent COLLECT, as per RGA instructions.

If no defect is found:

- Product will be returned at the customer's expense.
- Customer refusal may result in Thibert retaining both product and payment.
- All applicable freight charges will be billed to the customer.
  - Local repairs must be pre-approved in writing by Thibert. Unauthorized modifications will void return eligibility.
- Liability is strictly limited to the sale price of the product.
- Thibert is not responsible for labour, installation, removal, or property repair costs.

## DEFECTIVE ITEMS UNDER \$100

Send an email at: [cec-sac@rthibert.com](mailto:cec-sac@rthibert.com) with:

- Account number
- Invoice number
- Item number and quantity
- Photo of the defect
  - Thibert may authorize destruction of the item and issue credit. Proof of destruction may be required.

## APPLICABLE LAW

These terms and conditions are governed by and construed in accordance with the laws applicable in the province of Quebec and the federal laws of Canada applicable therein.