

Merchandise Return Policy

Prosol Inc. is proud to be your distributor, and we are always eager to support your business needs. While Prosol Inc.'s general rule is that all sales are final, we recognize that situations occasionally arise that require our customers to return merchandise.

If your **purchase is within 30 days**, and you are willing to accept our **25% handling fee on returns**, please contact your local Sales Representative or warehouse Branch Manager for approval of your return. Please note in general, we will not accept returns on:

- Special orders
- Merchandise with damaged packaging (includes inscriptions)
- Unrolled heating cables
- Expired products
- Products with broken security seal
- Merchandise damaged by transport without indication on the shipping note. Any complaint must be made upon receipt of the goods
- All temperature sensitive products are not returnable from November 1st to March 31st

Every situation is unique, and so we invite you to contact us to discuss. Prosol Inc. will make every reasonable effort to accommodate your needs. Please note that not all suppliers are accepting returns.

**** ALWAYS ATTACH AN INVOICE COPY AND YOUR RETURN NUMBER FOR EACH MERCHANDISE TO BE RETURNED.**

Thank you for your understanding,
Prosol Team

DISTRIBUTION CENTERS / CENTRES DE DISTRIBUTION

TORONTO: 161 Cidermill Ave, Vaughan, ON, L4K 4G5 • 905-418-1082

CALGARY: 5760 9 St SE #103, Calgary, AB T2H 1Z9 • 403 253-4642

COQUITLAM: 1450 Brigantine Dr, Coquitlam, BC V3K 7C1 • 604 342 1011