

New Return Policy

September 14, 2021

Dear clients,

Please note that from now on, **there will be a 25% fee for all returned products**. Of course, we will not charge for a return because of an error on our part.

RETURN PROCESS REMINDER

If your purchase was made within 30 days and you are willing to accept our 25% handling charge on returns, please contact your local representative or store manager for approval. Please note that in general we do not accept returns on:

- Special orders
- Goods with damaged packaging (includes pen marks)
- Heating wires that have been unwound
- Expired products
- Goods with security seal removed
- Goods damaged by transport without indication on the carrier's slip. Any complaint must be made upon receipt of the goods.
- All products sensitive to freeze-thaw are not returnable from November 1 to March 31

Thank you for your understanding,
The Prosol Team

DISTRIBUTION CENTERS / CENTRES DE DISTRIBUTION

MONTREAL: 4305 Griffith St., Saint-Laurent, QC, H4T 2A2 • 514-745-1212

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