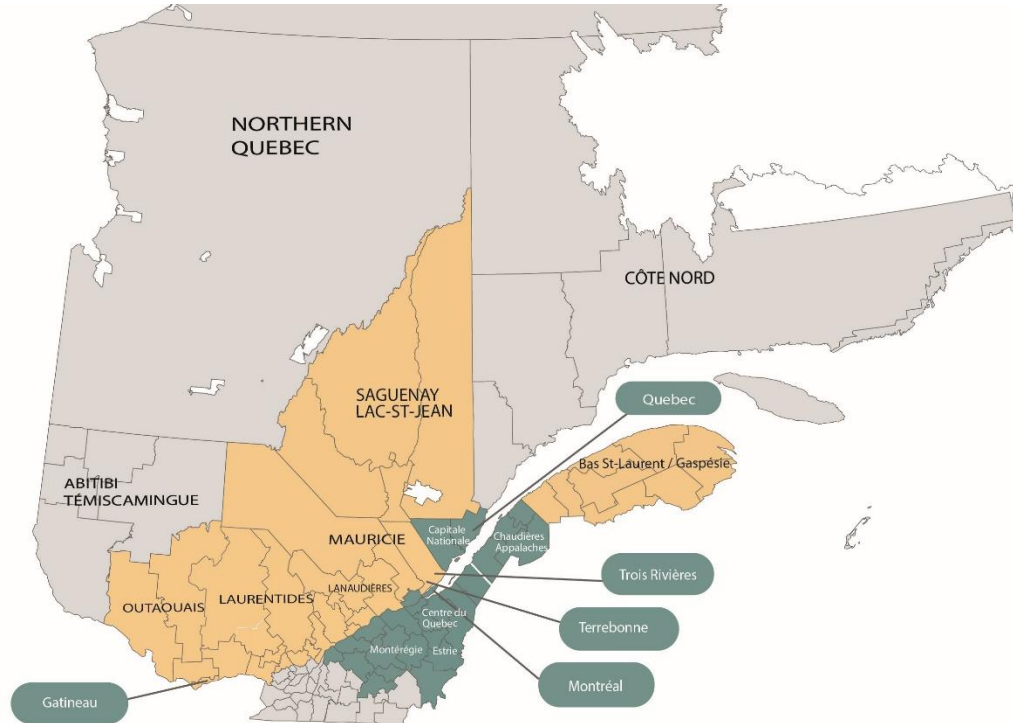


Freight Policy

Please consult the following maps, divided by geographical area, to know the applicable fees.

CANADA MAP





- ZONE 1** A \$150 net freight charge will be applied on orders less than \$1000 net, per delivery
- ZONE 2** A \$200 net freight charge will be applied on orders less than \$1500 net, per delivery
- Please contact our Customer Service to get your delivery freight, info@rouillard.ca or by phone 1855-459-1954

Purchase orders for parts

The freight policy does not apply to orders for replacement parts (casters, mechanisms, armrests, etc). Transport will be organized by Rouillard, at the customer's expense.

Partial delivery

In the event that Rouillard is obligated and must proceed to a partial delivery for the following reasons: **back order or damaged products during production**, the customer will be exempted from the fees mentioned above.

Dock-to-dock delivery

All deliveries are dock-to-dock only. Any other type of delivery will require an additional charge. For more information and to arrange alternative delivery services, please contact our customer service team.

For all questions related to the above please do not hesitate to contact Customer Service, 1 855-459-1954 or by email info@rouillard.ca