

## **FAQ » ACCOUNT OPENING**

Are you considering doing business with **CARTIER**? Thank you for your interest in our company, and we will be pleased to serve you! At **CARTIER**, nothing is more important than your satisfaction as our customer. We consequently strive to keep your experience with us simple and straightforward.

**To assist in saving your valuable time, here are some answers to the most frequently asked questions :**

### **» HOW DO I VIEW PRICES ?**

Every situation is unique, and prices can vary depending on quantities and customization options. For pricing information, you can simply open an account on our transactional platform where you will find a list of the most popular products as well as their prices. You will be able to add the products you are interested in to your cart and order from the platform.

Otherwise, you can submit a written inquiry, and one of our customer service specialists will reply as soon as possible.

### **» HOW DO I VIEW YOUR ENTIRE PRODUCT OFFERINGS - DO YOU HAVE A CATALOGUE ?**

**CARTIER** offers more than 5,000 different products and keeps approximately 1,000 products in stock. We also offer custom options for numerous products (subject to minimum order requirements).

Our transactional platform allows you to view a large part of our products and their prices. You will have access to a price list and specific products, your purchase history, the progress of your order and much more. You can access it by visiting [commandes.emballagecartier.com/en/](https://commandes.emballagecartier.com/en/)

You can get an overview of the products offered by visiting [emballagecartier.com/products](https://emballagecartier.com/products), or contact us via your [Contact page](#) for more information.

## » HOW CAN I OPEN AN ACCOUNT ON YOUR TRANSACTIONAL PLATFORM?

First of all, you need to go directly to our online platform by visiting the [commandes.emballagecartier.com/en/](https://commandes.emballagecartier.com/en/). Here are the steps to follow once you've access it.

1. Click on **Login** at the top of the page.



2. If you have already ordered from CARTIER, either by phone or e-mail, click on **Request my access** in the red box.

### Customer Login

A screenshot of the 'Customer Login' page. It is divided into two main sections. The left section, titled 'Log in', contains a form with fields for 'E-mail' and 'Password', a 'Show Password' checkbox, a 'LOG IN' button, and a 'Forgot Your Password?' link. The right section, titled 'New Customers', contains a text box stating 'I have never purchased from CARTIER and would like to create an account now.' with a 'CREATE AN ACCOUNT' button. Below this, there is a red section titled 'Already a customer?' with a text box stating 'I have already purchased from CARTIER, either by phone, email, extranet or other, but I do not have an account in the online catalogue.' and a 'REQUEST MY ACCESS' button, which is highlighted with a red rectangular box.

3. If you're a brand new customer and you've never purchased from us before, click **Create My Account** in the New Customers box.

### Customer Login

A screenshot of the 'Customer Login' page, similar to the one above. The 'Log in' section on the left is identical. The 'New Customers' section on the right contains a text box stating 'I have never purchased from CARTIER and would like to create an account now.' with a 'CREATE AN ACCOUNT' button, which is highlighted with a red rectangular box. Below this, there is a red section titled 'Already a customer?' with a text box stating 'I have already purchased from CARTIER, either by phone, email, extranet or other, but I do not have an account in the online catalogue.' and a 'REQUEST MY ACCESS' button.

## » HOW DO I PLACE MY ORDER ?

**It's easy to order products from CARTIER, and you have several options to do so :**

- Online orders are possible with our transactional platform. You will find a history of your purchases, your price list, as well as the most popular products at CARTIER, which you can add to your cart and order from the platform. You can access it by visiting the [commandes.emballagecartier.com/en/](https://commandes.emballagecartier.com/en/)
- E-mail us your order to [commandes@emballagecartier.com](mailto:commandes@emballagecartier.com)
- Call us to order from one of our customer service specialists.

All orders are processed Monday to Friday between 8:00 a.m. and 3:00 p.m.

## » DO I HAVE TO PLACE A MINIMUM ORDER ?

Since we are a specialized distributor, certain minimums apply. However, the minimum quantity for many products is only one unit. For others, such as custom-made or customized products, higher order quantities may be required. These orders are processed individually in accordance with your specific requirements.

Orders of \$500 or more qualify for discounted shipping rates.

## » HOW MUCH DOES SHIPPING COST ?

**In general :**

- All orders under \$500 are subject to shipping fees. These fees vary depending on the carrier and on the order weight or volume. You also always have the option to have your own carrier pick up your order at our warehouse.
- Orders of \$500 or more qualify for a discounted flat-rate shipping fee of \$25 (except for orders to remote areas).

## » WHAT PAYMENT MODES DO YOU ACCEPT ?

In keeping with our objective to make the purchase process as convenient as possible for you, we offer multiple payment options.

For your first order from **CARTIER**, you have the option to pay prior to delivery of your goods by either credit card or e-transfer. Payment for subsequent purchases may also be made by cheque or e-transfer. Payment terms may vary based on credit review, account age and order value (e.g. different payment terms are applicable to equipment purchases).

## » HOW LONG WILL IT TAKE TO RECEIVE MY ORDER ?

Our lead times are short since we regularly serve addresses throughout Quebec and Ontario.

Orders shipped by courier typically arrive the next day (depending on the guarantees provided by the carrier you choose).

Orders shipped via our truck fleet are delivered the next business day that **CARTIER** serves your region.

These lead times are applicable to all orders received by 3:00 p.m. for products currently in stock.

### **Details :**

- Greater Montreal : daily deliveries
- South Shore (between Boucherville and Brossard) : daily deliveries
- Quebec City area : deliveries twice a week
- Ontario : daily deliveries

Delivery frequency to other regions ranges between once and twice a week. Please call us to confirm the next day when we will be in your area.

## » WHAT IS THE TERRITORY COVERED BY CARTIER ?

**CARTIER** serves all of Quebec and Ontario.

## » WHAT IS YOUR RETURN POLICY ?

At **CARTIER**, we make every effort to ensure that our clients are satisfied. We maintain a 97% satisfaction rate and an error rate of less than 0.02%. However unlikely, errors do nonetheless occur from time to time. In these cases, **CARTIER** accepts returns subject to the following conditions :

- The product must be in resalable condition in its original packaging.
- You must first contact a **CARTIER** customer service specialist to obtain a return authorization number.
- Returns are accepted only within 30 days of the original delivery date.

**For additional information, please contact a customer service specialist via our website.**

**WE LOOK FORWARD TO SERVING YOU !**

**[emballagecartier.com](http://emballagecartier.com)**