

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, please simply submit an inquiry to us, and one of our customer service specialists will reply as soon as possible.

You may also wish to open an Extranet account for access to a list of our most popular products along with prices ; you can then add products to your basket and finalize orders directly on this platform.

» 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). Unfortunately, the diversity of our offerings makes it impossible for us to publish a catalogue. However, for an overview of the products available, please visit emballagecartier.com/products, and simply send us a message via our Contact page if you would like additional information.

You may also wish to open an Extranet account for access to a list of our most popular products along with prices ; you can then add products to your basket and finalize orders directly on this platform.

» HOW DO I PLACE MY ORDER ?

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

- E-mail us your order using our online contact form.
- Call us to order from one of our customer service specialists.
- After placing your first order, you can also open an Extranet account through which you can place subsequent orders securely online. Through your account, you can also consult your purchase history and price list as well as a list of the most popular **CARTIER** products that you can add to your basket and purchase via this platform.

All orders are processed Monday to Friday between 8:00 a.m. and 4:30 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 \$300 or more for delivery to Quebec or \$500 or more for delivery to Ontario qualify for discounted shipping rates.

» HOW MUCH DOES SHIPPING COST ?

In general :

- All orders under \$300 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 \$300 or more qualify for a discounted flat-rate shipping fee of \$11.15 (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 4:30 p.m. (3:00 p.m. for orders to Ontario addresses) for products currently in stock.

Details :

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

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 !