



Dundalk Terms and Conditions Canada

Shipping Terms

- Free Shipping to all Canadian Provinces. (Remote locations and Islands exempt)
- Please call to confirm the shipping price to NWT, Nunavut or other remote locations.
- Minimum order for free shipping of a sauna is \$3500
- Minimum order for free shipping of outdoor furniture is \$2,000
- Businesses must have a loading dock or other equipment to unload sauna crates
- Shipping to Residential locations require the following:
 - A \$320.00 Residential Drop Ship fee for the delivery company to make an appointment to deliver a sauna
 - A \$120.00 Residential Drop Ship fee for the delivery company to make an appointment to deliver outdoor furniture, such as a shower or Tiki Bar
 - If the crate is longer than 92", the customer (consignee) is responsible for unloading the crate off the delivery truck
 - Customer (consignee) to determine if large trucks can reach their driveway and turn around
- Some remote areas/islands might have extra shipping charges
 - Please call if unsure to confirm
- Shipping of just accessories will have a \$55.00 flat shipping fee
- Dundalk will manage all requirements for Customs and Crossing the border
- Missing components or in transit damage claims must be made to Dundalk within 30 days of receipt of merchandise.

Pricing Terms

- All prices are CDN Dollars
- All prices listed in the Dealer Portal are MSRP
- Dealers with a showroom model get a 35% off the MSRP
- Dealers without a showroom model get 25% off MSRP

Payment Terms

- Orders to be paid prior to shipping.
- New Dealers are required to pay at time of order
- For payment we accept:
 - Visa/Mastercard
 - Bank Wire Transfer
 - Mailed Cheque or Money Order

Other terms

- We do not accept returns
- Dundalk has sole discretion concerning replacing components due to shipping damage or any other issues out of our control
- Please review our limited warranties for each product collection
- Please review the Residential Drop Ship Informational sheet

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