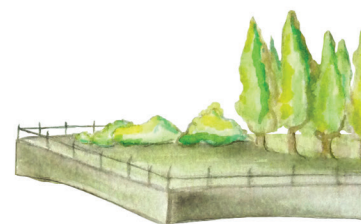


DELIVERY

Free delivery with a minimum order of

- 1000 \$ for Quebec and Ontario
- 2000 \$ for the Maritimes
- 2500 \$ for Newfoundland
- 2500 \$ for the Prairies
- 5000 \$ for British Columbia
- 3500 \$ for the Vancouver region



Please note that extra charges will be invoiced for any additional service (delivery by appointment, delivery inside a building, second delivery, etc.)

Deadline hours for same day shipment of goods :
Mondays to Thursdays before 2:00 pm and Fridays before 1:00 pm.

PURCHASE ORDER ERROR, DAMAGE OR LOSS OF GOODS DURING TRANSPORT

Every problem concerning a purchase order (wrong product, billing error, loss or damaged material during transport, etc.) must be submitted to us within 72 hours of receipt of the goods. For damage occurred during transportation, it is essential to include an explanatory note on the waybill of the carrier.

RETURN OF GOODS

The "return of goods form" can be found online from our website: www.biofloral.com under the tab "support". This form must be completed and returned prior to shipment or collection of the goods to be returned. A printed copy of the form must be attached to the shipment.

Returns must be shipped (prepaid shipment) to the following address :
Biofloral inc. 675 montée St-François, Laval, Québec H7C 2S8

Biofloral will conduct the evaluation of the goods within a maximum period of 10 working days and you will receive a summary of the evaluation.

1. Products that were not purchased from Biofloral will not be processed.
2. The restocking of new and non-defective product will be accepted within 30 days from the date of purchase. These products must not be damaged, modified from their original packaging, nor labeled, marked in pencil, etc. Liquid products are not eligible for a restocking, as well as the products purchased on clearance or by special order.
3. Defective products under warranty will be replaced, credited or repaired. Depending on the products, the dates of warranties can vary from 1 month to 3 years.
4. Some manufacturers have their own return of goods' policies :



Please contact us for such conditions.



OPENING AN ACCOUNT

Account opening requests are only offered to gardening businesses with a valid address and a store. The applicant must complete the form in full and return it to us. A representative will contact the applicant within a maximum period of 7 working days after receiving the application form. After the reviewing of the file, a representative will visit the facilities, if necessary, in order to confirm the information received. Note that there may be a delay depending on the region. Subsequently, the direction will make a decision on the application's approval.

CRITERIONS OF CREDIT

New customer orders must be paid in advance for a period determined by Biofloral. After that period, a line of credit and a term of 30 days net payment may be granted. Payment option 2% / 10 days (not applicable to payments made by credit card). An interest rate of 1% will be charged to the overdue account from the 45th day.

Please note that Biofloral will not allow unauthorized deductions from their invoices.

