



## **PURCHASE AND RETURN POLICIES**

**\*G.S.D : Global Surveillance Distribution Group Inc.**

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# Preamble:

In our commitment to our customers and partners, **G.S.D** establishes these policies to ensure transparency, fairness, and efficiency in all our business interactions. We aim to clearly define order acceptance conditions, payment terms, pricing structure, product availability, delivery details, and associated responsibilities. This preamble provides context and guidance, ensuring mutual understanding and respect for contractual commitments between **G.S.D** and stakeholders.

# Sales and Delivery Conditions

## General Sales Conditions:

### Acceptance of an Order:

Receiving an electronic order confirmation does not constitute a definitive acceptance of the said order by **G.S.D.** It also does not guarantee 's commitment to proceed with the sale of the specifically ordered item.

**G.S.D.** retains the discretionary right to refuse, without prior notification, to finalize a transaction with certain customers.

At any time, **G.S.D.** may be obligated to verify personal information or credit card details to confirm and authorize the validation of an order.

### Payment Terms:

For settling our transactions, we accept the following methods: Visa, MasterCard, American Express, cheque, and bank transfer.

**It is crucial to note that all credit card payments must be made before the specified due date for invoice settlement.**

### **Regarding credit accounts:**

Only the following payment methods are accepted: cheque and bank transfer.

Please be aware that interest will be applied starting from the 31st day following the invoicing date. The interest rate is set at 35%, calculated monthly corresponding to 3% of the amount due.

### Prices:

The amount due for each ordered product corresponds to the rate displayed next to each product on the website.

Costs related to shipping and delivery, as well as relevant sales taxes, are electronically assessed. However, it should be noted that they may undergo changes due to fluctuations in the exchange rate or external interventions beyond our sphere of influence. In the event of any modification to delivery charges, we will notify you accordingly.

**G.S.D.** reserves the right to readjust product rates displayed on the website at any time.

All rates indicated are in Canadian dollars (CAD). Costs stated for products on the site may differ from those observed at various **G.S.D.** service points. It is important to emphasize that promotional offers may vary, and we cannot guarantee the consistency of rates from month to month. Additionally, rates may be subject to modification based on the volume of purchases made by the customer.

For any additional information, please contact us at the following number: 1 (866) 791-7020 or send us an email at the address: [info@gsdgroup.ca](mailto:info@gsdgroup.ca).

### Suggested Retail Price:

All customers must adhere to the suggested retail price (MSRP). If the MSRP is not respected, we reserve the right to refuse any new orders.

## **Project Price:**

**G.S.D** guarantees the proposed rate for confirmed projects for a maximum period of six months.

## **Product Availability:**

The website showcases a comprehensive range of products available for online ordering. However, it is crucial to understand that the display of these products on the site does not necessarily guarantee their availability in **G.S.D**'s inventory or the online platform.

If **G.S.D** is compelled to await the availability of one or more out-of-stock items before shipping your order, it might be temporarily held. In case you wish to expedite the receipt of specific items, we recommend placing a separate order for those items. **G.S.D** cannot guarantee uninterrupted availability of products featured on the site, and post-order shipping times may extend up to 48 hours.

If **G.S.D** is unable to provide one or more products from your order due to stockouts, we will inform you electronically. At that point, you have the option to:

- \* Confirm the continuation of your order on the site, thereby authorizing the shipment of out-of-stock products upon availability. In this case, the corresponding amount will be charged to your credit card before delivery.
- \* If you wish to cancel your order before receiving out-of-stock products, you can contact us by phone or email. Please note that the order with our suppliers will be initiated the day following the confirmation of your decision on the site.
- \* Opt for the outright cancellation of your order by contacting us directly, resulting in a refund for the relevant items.

It is emphasized that **G.S.D** cannot be held responsible for any harm or inconvenience you may endure due to backorder or unavailability of products.

## **Product Delivery:**

**G.S.D** will undertake the delivery of the ordered items to the destination address you specified during the purchase process. Within the Canadian territory, delivery charges are waived for orders exceeding \$1500 before the application of taxes. However, for orders below this amount, delivery charges will be determined during the finalization of your transaction.

Upon validation of your order, **G.S.D** commits to dispatching your order as promptly as possible, in line with the delivery option you have selected on our platform. It should be noted that both the timeline and costs associated with delivery may vary depending on the destination, chosen shipping method, and item availability. Delivery estimates commence from the moment the goods leave our facilities.

Ownership of the products will be transferred to you at the point when **G.S.D** hands them over to the designated carrier. Consequently, all risks related to these products become your responsibility from that point onwards, absolving **G.S.D** of any liability for potential loss or damage.

In the event of a delivery outside of Canadian territory, you bear full responsibility for all costs related to customs procedures and other export-related fees outside of Canada.

The logistics of delivery are governed by the terms established by our logistics partners as well as any other entities with which **G.S.D** may collaborate. In this regard, you will be required to adhere to protocols, notably those pertaining to the signing of a delivery receipt. Should you be absent during the delivery to the specified address, it will be your responsibility to arrange for the retrieval of the products in accordance with the guidelines set forth by the chosen delivery service provider at the time of your order.

**G.S.D** reserves the right to suspend the shipment of an order if full payment for the items has not been made.

When opting for an alternative delivery method, it remains the customer's responsibility to verify the accuracy of delivery information and settle any associated fees.

Please note that we do not ship to P.O. boxes.

# Return Policy

## Returns, Exchanges, and Refunds

Customers have the option to request a credit note or proceed with an exchange within a 30-day period from the date of purchase. It is essential to complete the return form provided to you and attach the original invoice. The returned product must be in a new condition\*, adhering to the criteria set forth below.

Shipping charges remain non-refundable. Additionally, credit notes issued are valid for a period of 60 days from the date of issuance. If a product exhibits a defect, a technical inspection will be conducted. Following this assessment and depending on availability, the defective product will either be replaced with the same item or with an equivalent model.

It's important to note that special orders are only eligible for repair services. Outside of a verified defect, these orders cannot be exchanged or returned. If a repair proves to be unfeasible, a credit will be issued to you.

To initiate a merchandise return, please contact our sales support service at the email address [support@gsdgroup.ca](mailto:support@gsdgroup.ca) or by dialing 1 (866) 791-7020, extension 6. A specific form will be sent to you, and it is essential to complete it in accordance with the guidelines specified in the email you will receive. Following this process, a return authorization number will be provided to you.

- \* When we refer to "new condition," it means that the product must be kept in its original packaging, which should not have been opened or damaged. Additionally, the product must be accompanied by the instruction manual, warranty card, and all originally provided accessories. It's essential that the serial number on the box matches the one printed on the product. The product must be in a full resellable condition.

## Refunds:

Please note that our company does not provide any refunds for purchased products. Only credit notes will be issued in the event of merchandise returns or order cancellations, which can be used for future purchases.

## Responsibility

Refunds for returned products are strictly limited to an amount equivalent to the initially paid sum for these items. Consequently, no additional form of compensation will be granted or considered.

However, it is crucial to emphasize that the provisions outlined above are in no way intended to restrict or affect the fundamental rights you may have as a consumer. Specifically, no clause in this section shall undermine, limit, or negate the rights conferred upon you under applicable public order legislations relevant to your situation.

## Warranty

**G.S.D** offers a warranty on its DVRs, recorders, and cameras for a period of up to 36 months from the date of purchase of the relevant equipment. However, it should be noted that this warranty does not apply to PTZ cameras, which are covered by a limited warranty for one year from the date of purchase. Similarly, accessories such as switches, Balun, POE Switch, monitors, wall mounts, and other similar equipment are covered by a one-year warranty from the date of acquisition.

It is essential to specify that this warranty only covers material damages that occur to the equipment. Concerning the costs associated with shipping for the return of a defective or damaged product, **G.S.D** will only cover the expenses for one of the two necessary trips (either the outbound or return shipping). Therefore, the customer will be responsible for any transportation costs not covered by **G.S.D** during the warranty process.



# For Distributors Only

## Merchandise Rotation

### Frequency of Rotation:

Merchandise rotation is permitted up to two times a year, based on the following options:

- At the end of the year
- Every 6 months

### Validity of Products:

The purchase date of each product included in the rotation must not exceed one year.

### Condition of Goods:

All items submitted for rotation must be in a new condition\*. **G.S.D** reserves the right to refuse any damaged items.

### Exclusions:

Special orders and discontinued products cannot be included in the merchandise rotation.

### Procurement Process:

Before shipping any merchandise for rotation, a request must be submitted and approved. To do so, please send your request to the email address support@gsdgroup.ca. Upon receiving your request, a specific form will be provided to you. It is essential to complete this form and obtain an authorization number before sending anything.

**Required Information:** When shipping the merchandise, it is crucial to include the final product return form inside each shipping box.

### Evaluation and Processing:

Upon receipt of the merchandise, **G.S.D** commits to evaluating the returned products and initiating exchanges or issuing credits within a maximum of 10 business days.

### Credit Options:

Two credit options are available for returned products:

1. A credit equivalent to 80% of the item's initial value.
2. A full credit amounting to 100% of the item's initial value, conditioned upon the purchase of an equivalent total value (before taxes) that is double the credits issued.

\* Note on Product Condition: When we refer to "new condition," it means that the product must be kept in its original packaging, which should not have been opened or damaged. Additionally, the product must be accompanied by the instruction manual, warranty card, and all originally provided accessories. It's essential that the serial number on the box matches the one printed on the product. The product must be in a full resellable condition.

# Privacy Notice

This statement outlines the privacy principles adopted by **G.S.D** and is exclusively applicable to data collected through this website.

The statement elaborates on the following aspects:

1. Categories of personal information collected on our platform, their purpose, and entities with whom they may be shared.
2. Your choices regarding the use of your personal data.
3. Security measures implemented to prevent misuse of your information.
4. Steps to correct inaccurate information.

We own and maintain full control over the information collected on this website, which is accessible only through data you voluntarily provide to us, whether via email or any other direct means. These details will neither be sold nor rented to third parties.

The use of your data is primarily intended to address your initial requests. Apart from necessities related to your request (e.g., delivering an order), we will not share your information with external entities. Unless you opt out, we may send you email communications about promotions, new products, or updates to this privacy statement.

## Access and Management of Your Data:

You retain the right to opt out of any future communications. In this regard, using the contact details provided on our site, you can:

- Access your personal data.
- Rectify or update your details.
- Request the deletion of your data.
- Submit any concerns related to our handling of your information.

## Security Measures:

Your data protection is our priority. When transmitting sensitive information on our site, security measures are in place, identifiable by the lock icon and the "https" prefix. Internally, access to your data is strictly limited to employees requiring this information for specific functions within a secure framework.

## Contact:

If you believe our practices do not adhere to this policy, please alert us immediately by phone at 1 (866) 791-7020 or via email at [admin@gsdgroup.ca](mailto:admin@gsdgroup.ca).

# Acceptance of Terms and Signature

By acknowledging and accepting the terms of this policy, I, the undersigned, confirm that I have read, understood, and agreed to the stipulated conditions regarding the refund policy of **GROUP INC.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_