

### CONTACT INFORMATION:

**Head Office**  
**Mailing Address:**  
 P.O. Box 1696 Station Main,  
 Cochrane, AB T4C 1B6

**Tel:** 1-866-226-1722 (toll free)  
**Fax:** 1-866-226-1822 (toll free)  
**Email:** info@life-choice.net  
**Web:** www.lifechoice.net

### BUSINESS HOURS:

Monday – Friday: 9:00am – 5:00pm (MST)  
 Weekends and Statutory Holidays CLOSED

**PLACING ORDERS:** Orders can be placed by phone, fax, e-mail, or online. Please state your store name, phone number, and/or customer number. Please order by product name or code and quantity. If calls are received after hours or the lines are busy, please leave a voicemail with your store name and phone number, and we will return your call as soon as possible.

### PAYMENT OPTIONS:

#### Preferred payment:

- E-mail transfer or direct deposit (*high preference*)
- Immediate payment by Visa or MasterCard when placing the order

**Terms:** For 30 day terms, cheque or bank transfer should be received within 30 days. A credit card may be kept on file in case of late payment(s). A \$25 fee will be charged for all NSF cheques. All requests for terms must be approved by Life Choice® Head Office Management.

**COD:** Payable by money order or cheque upon receipt of order.

**Online wholesale orders:** Credit card payment only

**ORDERS / SHIPPING:** **Free shipping orders** must be \$300.00 net (or more) before tax and after all discounts are applied. **Minimum order** is \$200.00 net, before tax and after all discounts are applied. **Orders under \$200.00** are subject to a shipping and/or handling fee with some exceptions approved by H/O. **Overnight shipping** is available upon request at full shipping price only. Overnight shipping must be requested by 11:00 am MST. All orders are shipped out via CANPAR (or upon request via Canada Post) when ready. This is usually the same day or the next morning.

**Shipping Addresses:** Business addresses are preferred.

For residential delivery, a business license must be faxed/emailed to the Life Choice® head office before the first purchase order is placed. Residential shipping addresses are subject to an extra \$10.00 shipping surcharge without any exception.

**Free Shipping, No Minimum Days:** Free Ship Days are offered on certain dates each month. If the regular date falls on a weekend or a holiday, Free Ship Day will be applied the Friday before. No minimum of any kind is required on this day.

#### Breakdown of Free Ship Days and Provinces:

Province	Free Ship Day
ON/QC/Maritimes	20th of each month
SK/MB	23rd of each month
AB/BC	25th of each month

**SERVICE:** Life Choice® **will not** service outstanding accounts.

**RETURNS: Store Returns From Consumers:** Please contact Head Office with the customer name, phone number, and reason for return. Life Choice head office will issue a credit to your account, **which will be applied to your next purchase order.** Please contact Head Office or your Sales Representative for instructions on what to do with the returned product(s).

**Store Returns (for exchange, short date and/or damage):** If the product received is damaged or short dated, Life Choice will offer either an exchange or a credit towards your account. Please keep in mind that short dated products sold at a discount are final sale. For returns that are not customer returns or for which **Life Choice® is not at fault, a 15% restocking fee will be applied to the credit; also, the returned product(s) must be unopened and at least one year from expiry.**

Discontinued items cannot under any circumstances be accepted back for credit or product exchange.

### ADJUSTMENTS / ERRORS:

Please report any billing or shipping errors **within 5 days of receiving the product.** The proper adjustments will be made immediately.

**CO-OP ADVERTISING:** The Co-Op dollar amount Life Choice® will contribute toward a Co-Op ad is 5% of the store's total orders for the previous year. The maximum that any store can receive is \$500 / calendar year. A credit will be applied to the customer account that can be used up to a year. All Co-Op ads require a buy-in of 12 units minimum (per advertised product), and must be pre-approved by the Head Office before the ad is printed. **Please contact Head Office or your Life Choice® sales representative for more information.**

**TRAININGS / SAMPLES:** Every Life Choice® customer is welcomed and encouraged to participate in product training. To set up a training, or for more information, please contact Life Choice® Head Office or your Life Choice® sales representative / account manager. Each training requires a purchase order. Training samples are determined by the account manager, sales representatives and Life Choice® Head Office. General samples are also available upon request.

### TERMS / POLICIES AND PRICES:

Life Choice Ltd. reserves the right to change the wholesale prices and/or company terms and policies at any time.