



**TOA Canada Corporation**  
6150 Kennedy Road, Unit 3 • Mississauga • ON • L5T 2J4  
Tel: 1.800.263.7639 or 905.564.3570  
Fax: 1.800.463.3569 or 905.564.3569  
[returns@toacanada.com](mailto:returns@toacanada.com)  
[www.TOAcanda.com](http://www.TOAcanda.com)

## TOA Canada Corporation RA Request Form

**\*\*This is an information gathering form only. Please fill-in and fax 905-564-3569 or email [returns@toacanada.com](mailto:returns@toacanada.com) to TOA Canada Corporation, and wait for a formal response. If this is for DEMO EVALUATION product, please ensure all products are returned within the allotted evaluation period or a maximum of 30 days, otherwise product will be invoiced. This form does not authorize the return of any product back to TOA Canada Corporation.\*\***

1. Dealer Name:	
2. Contact Person:	
3. Phone Number:	
4. Email/Fax Number:	
5. TOA Invoice Number:	
6. TOA Invoice Date:	
7. Model Number:	
8. Serial Number:	
9. Quantity:	
10. * Re-ordered: Product & Invoice Number	
11. Reason for RA (defective audio output, not needed, wrong part ordered, demo evaluation)	
12. Condition of Product (unopened, opened not installed, opened tested in shop, opened and installed/ used on site)	

**\* Please ensure your Re-ordered Product purchase order is sent to [customerservice@toacanada.com](mailto:customerservice@toacanada.com)  
Any incomplete fields will result in your RA not being processed.  
It may take a couple days to issue a response to this form.**

**NOTE: You do not have to return the Terms & Conditions with the completed RA Request form.**

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## Terms and Conditions: Effective January 1, 2012

### Terms

- Effective January 1, 2012. Supersedes all previous price lists and Terms and Conditions. Prices, specifications and Terms and Conditions are subject to change without notice.
- TOA Canada Corporation's price lists are in Canadian Dollars.** (CAD\$)
- 2% / 25 Net 30 days unless otherwise indicated on our invoice. Cash discount is not available on payments made by credit card nor is it allowed on freight or taxes. A monthly service charge of up to 1-3/4% (21% per annum) may be added to past due balances. Ownership of merchandise changes upon full payment of invoice.
- TOA products are sold only through authorized dealers and distributors. Possession of this price list does not constitute the right to purchase TOA products.
- TOA Canada Corporation reserves the right to accept or refuse any order, and all orders are subject to approval by TOA Canada Corporation's Credit Department prior to release.
- Goods sold under special pricing or payment terms are considered "FINAL SALE".
- NSF cheques - An administration fee of \$30 will be paid by the customer for each instance where a cheque is returned due to insufficient funds, or where payment has been stopped.
- Taxes: Prices are subject to Harmonized Sales Tax, Goods and Services Tax and Provincial Sales Tax as applicable. Taxes will be invoices based on tax rates in effect where the shipment is delivered.
- Minimum order requirement is \$100.00. Service parts order's excluded.
- Orders must be faxed in to **1-800-463-3569** or **(905) 564-3569** or e-mail to **customerservice@toacanada.com**. No orders are accepted over the phone.

### Freight

- Free freight will be honoured with a minimum purchase order of \$3,000, otherwise F.O.B. TOA Canada Corporation, Mississauga, Ontario, warehouse. This applies to standard ground shipments, only. Extra costs incurred for expedited delivery, lift gate charges or other non-standard delivery requests are the responsibility of the customer.
- F.O.B. TOA Canada Corporation, Mississauga, Ontario warehouse.
- All merchandise is carefully checked and packed. Freight damage/shortage claims must be registered immediately with the delivering carrier in accordance with the Canadian Transportation Organization and/or Federal I.C.C. regulations.

### Pricing

- Orders will be billed at prices prevailing on date of shipment.
- All prices, specifications and Terms and Conditions are subject to change without notice.
- TOA Canada Corporation's price lists are in Canadian Dollars.** (CAD\$)
- There is no obligation on the part of the manufacturer to modify or otherwise update products previously sold.

### Minimum Advertised Price Policy (MAP)

- The Minimum Advertised Price Policy ("Policy") applies to all authorized dealers and distributors ("Customers") of TOA Canada Corporation ("TOA")
- The minimum advertised price ("MAP") for a particular product shall be either: (i) the MAP published in the most recent price list; or (ii) the "Suggested List Price" in the most recent price list less 42.5% if there is no published MAP for that product.
- TOA's Customers shall not quote or sell product below a product's MAP, unless with TOA's prior written consent.
- TOA's Customers shall not advertise a product at a price below that product's MAP, unless with TOA's prior written consent. This applies to all advertisements and promotional materials relating to TOA's products, whether printed or digital, including but not limited to flyers, posters, coupons, mailers, inserts, newspapers, magazines, catalogues, mail order catalogues, web sites, email, television, radio, and public signage.

### Returns

Product can only be returned within 30 days of TOA Canada Corporation's invoice date, with the following conditions:

To return product for credit you must first obtain a Return Authorization (RA) number from TOA Canada Corporation's Technical Support Department. (Please Contact Technical Support for an "RA REQUEST FORM" returns@toacanada.com).

When requesting the RA number, be prepared to provide the following information:

- Dealer Name
- Contact Person
- Phone Number
- Email/Fax Number
- TOA Invoice Number
- TOA Invoice Date
- Model Number

\*\* Special Order

- Serial Number
- Quantity
- Re-ordered
- Product & Invoice Number
- Reason for Return
- Condition of Product

Upon approval of your RA request, TOA Canada Corporation will inform you of the **RA number, which is to be clearly marked on the SHIPPING LABEL (DO NOT WRITE ON, OR MARK THE BOX)**. All packing material, instruction books, accessories must be included with the return. Transportation must be prepaid. If the above conditions are not met, the goods will not be accepted and will be returned to the sender. Once you have received the RA instruction, you have 20 days to return the product. RAs will automatically expire on the 21st day after issue. If the above conditions are not met, the goods will not be accepted by TOA Canada and returned to sender.

### Defective Product

All defective merchandise shall be sent to TOA Canada Corporation's authorized Service Depots only (*which can be found on www.TOAcana.com "Contact Us" page*), along with a copy of the TOA Canada Invoice, unless otherwise instructed by TOA Canada Corporation's Technical Support Department, freight prepaid. The product will be repaired or replaced at TOA Canada Corporation's discretion.

Product that appears to have been Misused or Damaged will not be eligible for credit.

### Non-Defective Product

Non-defective product can be returned for credit under the following conditions:

- Product must be in unopened, unmarked, factory-sealed carton, no exceptions.
- Your account must be in "current" status.
- Product must be new and from TOA Canada Corporation's current stock and purchased within 30 days of the return.

Otherwise the following conditions apply:

Within 30 days are subject to the following restocking fees:

- 30% Minimum Restocking Fee (less original shipping charges): Opened products but not used.
- 50% Minimum Restocking Fee (less original shipping charges): Special Order\*\* product.

Beyond 30 days will either be non-returnable or subject to the following restocking fees:

- 30% Minimum Restocking Fee (less original shipping charges): If product is returned within 90 days from original TOA ship date.
- 60% Minimum Restocking Fee (less original shipping charges): If product is returned within 180 days from original TOA ship date.
- 90% Minimum Restocking Fee (less original shipping charges): If product is returned after 180 days from original TOA ship date.

Product that appears to have been Misused or Damaged will not be eligible for credit

### Limited Warranty

TOA products are manufactured under strict control and shipped in perfect operating condition to provide years of trouble-free service. All products are warranted to be free from defects in material and workmanship for the period stated in the **Limited Warranty Schedule**. Exceptions are noted.

### Limited Warranty Schedule

Product Category	Warranty Period	Exceptions
Commercial Audio	5 (five) years	With the exception of <b>Microphones (Headset, Lavalier, etc., 5000 Series and Trantec Series)</b> which are warranted for <b>90-days from the invoice date</b> . All Batteries have a 1 year warranty.
Intercom	5 (five) years	All Batteries have a 1 year warranty.
Parts	90 (ninety) days	All parts have a 90-day warranty. All Batteries have a 1 year warranty.

This warranty does not apply to products that have been subjected to abuse, accident, improper installation or repair made outside of factory authorization, product modification or neglect. This warranty does not cover damage occurred during shipment. Warranty is void if serial number has been altered, defaced or removed.

**Disclaimer of Warranties** - Except as otherwise expressly provided herein, the products contained in the price list are provided by TOA Canada Corporation to you and user "as is". TOA Canada Corporation makes no warranty of any kind, whether express or implied, regarding the products, and specifically disclaims the implied warranty of fitness for a particular purpose to the maximum extent permitted by law.