



Terms and Conditions

To Place an Order

By Phone: 905-847-1983 toll free 866-664-1983
By Fax: 905-847-2708
Business Hours: M-F 8:00am-5:00pm EST

Orders received by 3:00pm EST will be shipped the same day, based on stock availability.
Orders received after 3:00pm EST will be shipped the following business day.

Payments and Shipping

Address:

Please make checks payable to: R & M Health Care Inc.
790 Redwood Square Unit 8
Oakville, Ontario L6L 6N3

Payment Terms

First order and prior to credit approval	COD
Balance due (from date of invoice)	Net 30 Days
Full credit hold	at 60 Days
Prepayment required for future orders	at 90 Days
Automatic collection	at 120 days
2% monthly interest charged on balances over 30 days	

Freight Charges

All orders are shipped F.O.B. Oakville. R & M Health Care Inc. will choose the most economical and direct method of transportation, unless instructed otherwise by the customer. If requested by the customer, expedited shipping charges will be added to your account. Orders cannot be shipped to a PO Box.

Return Policy

Returns will be accepted within 60 days of the date of purchase. All returned merchandise must be in new/saleable condition, in its original packaging, along with all accessories and instructions. Returned merchandise is subject to a 20% restocking/handling fee. Prior to returning merchandise, you must call our Customer Service Department to obtain a Return Authorization (RA) Number. Please have the following information ready: customer number, invoice number and date, article number, description, serial number and quantity being returned, and reason for return. Please ensure the RA number is clearly visible.

Special Order/ Custom Products Return Policy

Custom and Special Order Products cannot be returned.

Inspection Policy/Damaged Goods

Incorrect Shipments: Please inspect your order immediately upon receipt. Claims for incorrect shipments or shortages must be filed with our Customer Service Department within 15 days of the ship date. Claims reported after this time cannot be honoured.
Freight Damage: Once product is shipped from R & M Health Care, the risk of loss shifts to the customer. If you notice damages, *immediately* contact the shipping company to submit a claim of damaged goods.

Warranty Returns

Warranties are product specific. Please refer to the owner's manual of your merchandise for warranty information or call our Customer Service Department.

Mounting Information

With the exception of some accessories, all Linido products for wall mounting or floor mounting will be delivered without fixing materials. The mounting methods and lengths of screws need to be determined at the site, according to the type of wall. R & M Health Care Inc. or Linido is not responsible for inexpert mounting of products and the possible damages that may result. Because of the necessary electrical isolation, products for wall mounting or floor mounting, which are not designed with plastic flanges or wall plates, will be delivered with an isolation set including covers.

Pricing: All published prices are retail prices in Canadian funds. Prices are subject to change without prior notice.

R & M Health Care Inc.
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randmhealthcare@bellnet.ca