

COTTON SYSTEMS LTD. TERMS OF SERVICE

PRICES

All prices are stated in US Dollars.
Prices are subject to change without notice.

ORDERS

Orders are processed upon receipt of a completed order with full payment. Canadian Orders are subject to the following taxes:

British Columbia – 7% PST
Canadian provinces (exception HST provinces) – 5% GST
New Brunswick, Newfoundland, Nova Scotia, Labrador – 13% HST

PAYMENT

Cotton Systems Ltd. accepts credit card payment by either Visa or MasterCard or by check payable to Cotton Systems Ltd.

SHIPMENTS

All shipments are sent via UPS from Salt Lake City, Utah via Ground Service throughout North America. All international shipments outside of USA and Canada will be quoted separate shipping and handling fees.

Note: International shipping fees are not included in our stated prices. Expedited Shipping is only available within USA.

Shipping Days in Transit – all transit times refer to Business Days (Monday through Friday). UPS Holiday schedules affect transit times by one day.

Estimated Ground Delivery Timeframe

Pacific Time Zone – USA – 3 days / Canada - 7 days
Mountain Time Zone – USA – 2 days / Canada – 9 days
Central Time Zone – USA – 5 days / Canada – 9 days
Eastern Time Zone – USA – 6 days / Canada – 10 days
Atlantic Time Zone – USA – 7 days / Canada - 11 days

CUSTOMS CLEARANCE

Customs clearance will be handled by Cotton Systems Ltd. for shipments sent via UPS to international locations (outside of USA). Customers will receive a copy of the commercial invoice for customs purposes. The commercial invoice is not a customer invoice and is intended for customs clearance purposes only.

RETURNS

Returns are only accepted within 30 days of shipment and only with prior authorization from Cotton Systems Ltd. Lifetime Licenses are not refundable or transferrable.

Customer must request and receive a return authorization prior to returning any material. Return instructions will be provided to the customer.

Return authorizations can only be provided by Cotton Systems Ltd. (1-877-826-8866).

A 15% restocking and handling charge will be deducted from the amount to be refunded. Original shipping and handling costs and any return shipping and handling costs are not refundable. Customer is responsible for all return shipping costs.

Upon receipt of returned items, an assessment will be completed by a third party logistics provider who will report on the quantity, items and condition of the material. Any items that has been used or damaged and is determined as unfit for restocking will not be refundable. Cotton Systems Ltd. reserves the right to determine the value of the refund.