

## Getting to Know Tripair

As a new (or existing) customer, we feel that it is important to understand how we operate. We hope you find this helpful as our relationship grows.

### Communication:

We value your time and ours equally. As such, we practice the following, whether for internal or external communications with you:

**Work week:** We value Tripair’s and your staff’s personal time, respecting the work/life balance. Therefore, we aim to do all communication during working hours. This may vary slightly from person to person but Tripair’s office work hours are 8:00AM-4:00PM (EDT or EST), Monday to Friday. The Tripair team member you will be working with will communicate with you their exact work schedule and the best correspondence schedule.

Answering you is always our priority and we pride ourselves on replying in a timely manner with pertinent well thought out information you seek. A helpful tool we use internally and share with you, is what channels of communication are best given the type of inquiry. When communicating together we will work with what is best for you.

Type of Communication	Content
E-mail	<ul style="list-style-type: none"> <li>Sharing of important information and/or documentation (conversation/thread that is important, POs, drawings, etc.)</li> </ul>
Teams/Zoom meetings/In person meetings	<ul style="list-style-type: none"> <li>Touching base on a specific project, meeting the team, reviewing samples, etc.</li> </ul>
Phone calls	<ul style="list-style-type: none"> <li>Anything time sensitive/urgent, feel free to pick up the phone and give us a call if it’s urgent for you, it’s urgent for us! If we are remote, this can equally be done via Teams.</li> </ul>

### Order Acknowledgments:

We make every effort to send you an order acknowledgment within 2 business days from receipt of your order. We strongly encourage you to review this, letting us know of any errors or omissions within 2 days from receipt of this, as production often begins rapidly in order to meet our delivery promise.

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### Shipping:

Unless otherwise specified, our terms are FOB Tripar. You are free to arrange your own shipment method; just tell us your default carrier and account number.

Alternatively, since we work with a select number of reliable transport companies, we can prepay & charge.

Either way, please let us know your preferred default method so we can set your account up as such, potentially saving time by not having to ask this question every time a shipment is ready.

### Terms & Conditions:

This is the boring stuff such as warranty, liability, quantities, etc, the full details of which may be found here; <https://www.triparinc.com/wp-content/uploads/2022/10/Terms-and-Conditions-2014.pdf>

### Credit Policy:

This Credit Policy outlines the requirements for extending such to qualifying clients of Tripar Inc. and monitoring this credit thereafter. It also details how credit for existing customers may be modified and by whom at Tripar Inc. This policy is valid for all clients to whom credit has been extended.

Tripar Inc Accounting Department reserves the right to increase, decrease, or withdraw this line of credit line at any time, and/or repeat a credit check, depending on payment performance and history, as well as the financial performance. Conversely, with a client's growth and solid payment history, the extended credit may be increased.

Unless otherwise specified, all credit repayment terms are Net 30 days. Should this not be respected, an interest fee of 2%/month shall be applied to all late payments. If at any point your account is overdue or credit limit is reached, your account will be put on hold until this is rectified by way of payment(s) received. On hold means orders in the system will not be processed, produced, or shipped until the account is off hold.

The Tripar Inc. Administrative Director has sole authority to approve the issuing and modification of credit to clients. The remainder of the Accounting Team will contact clients about their credit status, as well as instructions for payment or any other pertinent information regarding their account.



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This policy is written in the spirit of partnership. We consider our customers partners with us in business, and in order for us all to succeed, we must treat each other as such. You win, we win. We win, you win.

As we believe in transparency, we trust that you find these terms to be in the best interests of both parties. We look forward to doing an increasing amount of business with you.