

Credit and Return Policy

We would like to take this opportunity to advise you of the Watson Gloves credit & return policies.

Standard Terms: Net 30 Days

Returns: All eligible returns require a return authorization number, issued by our Burnaby (Head Office), Calgary or Mississauga branch

No returns for items more than **365 days** of receipt of order

Special orders: Not eligible for return

Discontinued/Non-stock items: Not eligible for return

Special Orders: Written approval/confirmation required before order will be placed (i.e. Leather or private label)

Restocking fees: No restocking fee for returns within 30 days of receipt of order

10% restocking charge applicable for returns within **31-60 days** of receipt of order

15% restocking charge applicable for returns within **61-90 days** of receipt of order

25% restocking charge applicable for returns within **91-364 days** of receipt of order

Claims: All pricing and short shipment claims must be made within **7 business days** of receipt of order

Drop Shipments: Third party deliveries will be shipped collect and are the responsibility of the customer and are non-refundable once altered (i.e. Embossed, embroidered or screen printed)

Please make cheques payable to John Watson Ltd. or Watson Gloves and mail to the Burnaby – Head office listed below. Also for your convenience we accept Visa/MasterCard and American Express as form of payment in our Burnaby, Calgary & Mississauga locations.

*Please direct all accounts receivables enquiries to the accounting department in our Burnaby office.

Burnaby Office (Head Office)

7955 North Fraser Way
Burnaby, BC V5J 0A4

Phone: (604) 874-1105
Fax: (604) 875-9009
Toll Free: 800-663-9509

Calgary Office (Branch)

6155 46TH Street S.E.
Calgary, AB T2C 5K6

Phone: (403) 279-2262
Fax: (403) 236-7919
Toll Free: 800-363-7462

Mesa, Arizona Office (Branch)

8147 E. Pecos Road, Suite 101
Mesa, AZ, 85212

Phone: 623-401-5827
Toll Free: 1-877-377-4111

Thank you for choosing Watson Gloves as your glove supplier and we would like to take this time to thank you for your continuing support.