

# FADOQ's Purchasing Policy

## **Purchasing Conditions**

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FADOQ operates the following web site: [www.fadoq.ca](http://www.fadoq.ca). Purchases made on this site are governed by the purchasing conditions below.

Address of our office:

7665, boulevard Lacordaire

Montréal (Québec) H1S 2A7

## **Accepting the Purchasing Conditions**

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By making a purchase on FADOQ's website, you declare that you have read and understood the following conditions, and thereby agree to abide by them and by any changes made to them later. These conditions are a contract between you and FADOQ. We suggest that you periodically check the sales conditions in order to remain informed of any changes.

## **Terms for online purchases**

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### **Pricing and payments**

Prices are shown in Canadian dollars and applicable taxes are added to the price. FADOQ can modify prices at any time.

All transactions made on our web site may only be paid with a valid Master Card or Visa credit card. To learn more about transactional security, please consult FADOQ's Security and Confidentiality Policy.

### **Conditions of sale**

A few seconds after purchasing online, you will receive an email confirming your purchase. Please keep this email as a receipt for the products you ordered.

### **Refund and return policy**

Purchases on FADOQ's website will not be refunded, except in the case of a billing error on our part. Furthermore, if a member with a 24 months membership FADOQ card dies before the last 12 months of his/her membership, FADOQ will reimburse the last 12 months of the membership.

Products shipped will be replaced only in the following cases:

- the product shipped differs from the one ordered;
- you received a damaged product.

In either of these cases, we will send you the correct product free of charge.

## **In Case of Problems**

For any issues linked to an online purchase, e-mail us at [info@fadoq.ca](mailto:info@fadoq.ca) or call us at **1 800 544-9058**.

## **Responsibilities**

FADOQ's role is to act as an intermediary between its members and the people who supply products and services. FADOQ will do everything in its power to choose service providers that meet your requirements. However, since we cannot directly control all these organizations, FADOQ disclaims responsibility for their actions. No FADOQ representative is authorized to modify or void any clause in the conditions of sale.

## **Security**

Your online shopping on FADOQ's website is secure. Your personal and credit card information are transmitted as an encrypted electronic signal that guarantees their confidentiality. The message cannot be intercepted, modified or decoded by a third party.

FADOQ complies with SSL secure transmission standards. This means that your transactions are always forwarded in a secure manner. Moreover, your payment is made directly through Caisses Desjardins.

FADOQ does not keep any electronic data or credit card information for any of its transactions. That is why you must provide your credit information again for each new transaction.

## **Governing Law**

This agreement on conditions of use is governed by all applicable laws of the province of Quebec.

## **Virage Magazine**

When you agree to be a FADOQ Member for one year, you automatically received 4 issue of the *Virage* magazine. If you choose to be a member for 2 years, you will have 8 issue. Include in your membership fees, one dollar per issue is invested in *Virage* magazine.

Modified on January 9, 2025