

IDENTIFIERS AND ACCESSORIES RETURN AND REIMBURSEMENT POLICY

1. Conditions

- ✦ The merchandise must be returned within a maximum of thirty (30) days following the order date indicated on the invoice;
 - ✦ The merchandise must be intact and must not have been used;
 - ✦ The merchandise must be returned in its original packaging, which must be intact;
 - ✦ For identifiers, the complete sets of 10, 30 or 50 (sequential numbers) as indicated on the invoice must be returned;
 - ✦ The merchandise described in point 2 cannot be exchanged or reimbursed.
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2. Merchandise that may not be exchanged or reimbursed

- ✦ Identifiers with a management number
 - ✦ Identifiers with the year
 - ✦ Identifiers with a blank space
 - ✦ Replacement identifiers
 - ✦ Identifiers for cervid
 - ✦ Angus or Limousin identifiers
 - ✦ Incomplete sets of identifiers
 - ✦ Tags for beef calves outside Quebec (yellow visual tag)
 - ✦ Blank visual tags
 - ✦ Tissue Sampling Units
 - ✦ Metallic security tags “Kurl-lock”
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3. Terms for reimbursement

- ✦ All requests for reimbursement must be made by telephone through Customer Service at:
450 677-1757 or at **1 866 270-4319**
- ✦ The merchandise must be returned to the ATQ offices at the following address:
Agri-Traçabilité Québec
Maison de l’UPA
050-555, boulevard Roland-Therrien
Longueuil (Québec) J4H 4E8
- ✦ Costs for returning merchandise are assumed by the purchaser (unless ATQ has made a mistake or when closing a file).