



## Standard Trading Conditions

**Effective: August 1, 2026**

### 1. ORDERING INFORMATION

- Orders may be placed by email at [orders@fraserdirect.ca](mailto:orders@fraserdirect.ca) or telephone at 905 877-4483.
- A list of Jaguar publishers and title availability can be found at:  
<http://orders.fraserdirect.ca/ProductLineList.aspx>
- Prices are subject to change without notice.

### 2. DISCOUNTS

- 1 to 4 copies ..... 20%
- 5 to 249 copies ..... 40%
- 250+ copies ..... 45%
- Author Discount ..... 50%
- Wholesalers ..... Please contact us.

### 3. CONSOLIDATION & ORDER MINIMUM VALUE

- Minimum Order Value ..... \$150.00 net, before GST/HST.
- Orders  $\geq$  \$150.00 are held and released to the warehouse twice weekly (Tuesdays & Fridays).  
Orders < \$150.00 will be shipped monthly.
- Orders below the minimum may be shipped prior to monthly release and upon payment of additional freight charges. Please inform our order team of this requirement at the time of order submission by contacting us at [orders@fraserdirect.ca](mailto:orders@fraserdirect.ca).

### 4. RETURN POLICY

- Defective books should be returned to us for immediate replacement or credit. Claims for shortages or shipping damages are not accepted after 60 days from the invoice date. Credit balances are to be applied to future purchases only. Unapplied credits expire 36 months from date of issue. All books may be returned for 100% credit at the invoiced price when books are in resalable condition and returned after 90 days from invoice date, but before 12 months from invoice date.
- Returns must be shipped prepaid to: Jaguar Book Group Returns  
c/o Fraser Direct  
65 Quaterman Rd., Guelph, ON, N1C 0A8

### 5. PAYMENT PROCESSING:

- Cheque Mail-to Address: Jaguar Book Group  
52 Futura Dr., Acton, ON, L7J 0B6
- E-transfer Address: [accountsreceivable@fraserdirect.ca](mailto:accountsreceivable@fraserdirect.ca)