

KTK Transport  
Ladysmith, BC  
778-674-5855  
kttransport2023@gmail.com  
14/11/2023

**\*\*FUNDS DEPOSIT DISCLOSURE AND AGREEMENT DOCUMENT\*\***

Dear, Valued customer,

Thank you for choosing KTK Livestock Transport for your Hay needs. This Funds Deposit Disclosure and Agreement Document provides you with important information regarding the terms and conditions associated with deposit funds associated with your hay shipment with us.

**\*\*1. Shipment Hold Deposits:\*\***

KTK Transport requires a 50% hold deposit on all shipments. Delivery for shipments will be arranged once confirmation of shipment have been received. Shipments will not be processed until the full load is booked.

**\*\*2. Terms and Conditions:\*\***

By placing a hold deposit with KTK Transport, you agree to abide by the terms and conditions outlined in the sales & shipping agreement. These terms may include, but are not limited to withdrawal from shipment restrictions, and fees associated with the account.

**\*\*3. Withdrawal Policies:\*\***

In order to withdraw your hold on any shipment placed with KTK Transport you MUST send the withdraw notice (Email: [kttransport2023@gmail.com](mailto:kttransport2023@gmail.com)) 14 days prior to shipment departure.

**\*\*4. Fees and Charges:\*\***

All hold deposits for KTK Transport is refundable under certain circumstances. If you withdraw before the 14 days you will receive your full deposit back. If you wish to withdraw your hold on the shipment and submit your withdraw notice within 14 days prior to the shipment departure you will receive your deposit back with a \$100 cancellation fee.

**\*\*5. Return Policy\*\***

We want you to be completely satisfied with your purchase. If you are not satisfied for any reason, we are here to help. Please review our return policy below to ensure that your returns are processed efficiently.

**\*\*A.Returns\*\***

To be eligible for returns you must arrange for you or someone on your behalf to be present at the time of arrival to approve shipment. If you choose not to have you or someone on your behalf present you are automatically opting out of the return policy.

**\*\*B. Eligibility Criteria\*\***

To complete your return, we require the original purchaser whose name is on the Invoice due to privacy of our clients.

**\*\*C. Refunds\*\***

Before unloading of the shipment we ask that you confirm you are happy with the product you have ordered. If the load has been accepted and unloaded you are no longer eligible for the return policy. Once confirmation is completed, we will send you an message to notify you that your return is approved or rejected.

If your return is approved, your refund will be processed and returned via original purchase method with a \$5/small square bale, \$25/round or large square bale inconvenience fee.

**\*\*D. Exchanges\*\***

Exchange is only applicable if the product looking to be exchanged is available and must match in price value.

**\*\*E. Damaged or Defective Items\*\***

We require photo proof of defective product within 24 Hours of discovery of defect. Please send photo proof to [kttransport2023@gmail.com](mailto:kttransport2023@gmail.com) with the subject: (Your Name Here) - Defective Product

**\*\*6. Contact Information:\*\***

If you have any questions or concerns regarding your deposit with KTK Transport, please contact Robyn Peters at 778-674-5855 or [kttransport2023@gmail.com](mailto:kttransport2023@gmail.com).

By placing hold deposits with KTK Transport, you acknowledge that you have received and understood this Funds Deposit Disclosure Document.

Sincerely,

KTK Transport

Customer Name

Customer Signature

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