

# Payments, Shipping & Returns

## Payment Policy:

All payments are completed by Square, a secure payment method, or Credit Card. We do not receive or store any payment information. The checkout will be in Canadian dollars and will be converted to your own currency after payment.

- Sometimes there are duties, taxes or fees due depending on what country you live in. You will have to check your customs regulations. If you are in **UK & European countries, you may need to pay VAT or other taxes that are not included in our prices. All sales are "Delivered At Place (DAP)". Tax is paid by the receiver upon import into your country.**

## Shipping:

- All items will be shipped 3-5 business days after your order is placed. We do not promise same day shipping.
- Sometimes delivery can be somewhat faster, or sometimes a little slower, so **please allow up to 15 business days for delivery**. If your package hasn't arrived within the time you were quoted at checkout, and your tracking does not show a delay notice, please contact us so we can review your order details. We can't be responsible for the errors or delays of others in delivering your package, but we will do what I can to locate the package for you.
- We can NOT be responsible for lost or stolen packages. We cannot track or replace any UNTRACKED packages. **Oversize letters in Canada are not tracked, traceable or replaceable if lost or stolen.**
- Sometimes there are duties, taxes or fees due depending on what country you live in. You will have to check your customs regulations.

### Shipping Rates:

Shipping rates vary from country to country. We use live shipping rates provided by our integration with Canada Post. These use the weight of your order and your location, based on the address you provide, to give you shipping rates. The best way to find out what shipping is going to be, is to add the items to your cart, add your address at checkout, and then you will be able see shipping rates before you pay!

**NOTE:** We don't offer next day delivery. If you are quoted "2-3 business days" when you choose a service rate, that does not include the day it is shipped, nor does it include weekends or holidays. This does not include our time needed for order processing or fulfillment.

## **Delivery Policy:**

Shipping times are quoted at checkout depending on your location and the rate you choose.

## **Return Policy**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. You should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Damage/Faulty items:** If you think you have received an item that is damaged or faulty, CONTACT US and provide all of the details and we will do our best to help you as soon as possible.