

## **Shipping and Returns**

Although we will be using the post office to deliver parcels to you we will set simple charges for delivery.

Our simple charges will be as follows:

- Ottawa – Gatineau – \$5.50
- Elsewhere in Canada – \$12.50

We will absorb any difference between these simple rates and the actual rates that we must pay to the post office.

## **For Local Orders**

It may also be possible to deliver the items personally to your nearest to you. We would discuss this with you at the time of your order.

## **For Shipping to outside Canada.**

We will ship to the U.S but because of the complications of duty, taxes, and delivery charges that vary, particularly when crossing the border, we will have to discuss this individually with you by email. The appropriate sales taxes will apply depending upon where the parcel is being delivered.

## **Return policy**

In the event that you are not completely satisfied with your order the customer **MUST** contact us prior to returning an order. We ask customers to return purchases within 10 days. The purchase must be returned by mail in the same packaging as it was sent to you and the parcel being returned is insured. We will refund the purchase price of the item in the same way that it was purchased.