

SHIPPING POLICIES

STANDARD ORDERS ARE FULFILLED AND SHIPPED WITHIN 3-5 BUSINESS DAYS FROM OUR WAREHOUSE IN TORONTO OR MONTREAL. PLEASE ALLOW 1 TO 3 WEEKS FROM THE DATE OF PURCHASE FOR YOUR ORDER TO ARRIVE.

WE CURRENTLY SHIP TO THE 10 PROVINCES ONLY. WE CANNOT SHIP TO PO BOXES, APO/FPO/DPO ADDRESSES OR OTHER CANADIAN TERRITORIES.

PLEASE EXPECT DELAYS DURING THE BUSY HOLIDAY SEASON. WE APOLOGIZE IN ADVANCE FOR ANY DELAYS YOU MAY EXPERIENCE UNDER THESE CIRCUMSTANCES.

WE ARE NOT RESPONSIBLE FOR SHIPPING CARRIER DELAYS. IF A PACKAGE IS LOST IN THE MAIL, WE WILL ASSIST YOU IN MAKING A CLAIM WITH THE CARRIER AND REPLACING THE ITEMS AS SOON AS POSSIBLE. WE ARE NOT RESPONSIBLE FOR STOLEN PACKAGES.

RETURN POLICIES

DEFECTIVE, DAMAGED OR INCORRECTLY FULFILLED ITEMS:

STANDARD ORDERS ARE FULFILLED AND SHIPPED WITHIN 3-5 BUSINESS DAYS FROM OUR WAREHOUSE IN TORONTO. PLEASE ALLOW 1 TO 3 WEEKS FROM THE DATE OF PURCHASE FOR YOUR ORDER TO ARRIVE.

WE CURRENTLY SHIP TO THE 10 PROVINCES ONLY. WE CANNOT SHIP TO PO BOXES, APO/FPO/DPO ADDRESSES OR OTHER CANADIAN TERRITORIES.

IF YOUR ITEM(S) ARRIVE(S) DEFECTIVE, DAMAGED, OR THE ORDER WAS FULFILLED INCORRECTLY, WE WILL BE HAPPY TO PROVIDE A PREPAID RETURN LABEL TO SEND THE MERCHANDISE BACK TO US AT NO CHARGE. DEFECTIVE/DAMAGED ITEMS MUST BE RETURNED WITHIN 1 WEEK OF RECEIPT.

ONCE WE RECEIVE YOUR RETURNED MERCHANDISE AND CONFIRM THAT IT IS INDEED DEFECTIVE, WE

WILL PROCESS YOUR REFUND. THE REFUND AMOUNT WILL INCLUDE ANY SHIPPING, HANDLING AND TAXES PAID ON THE ORIGINAL PURCHASE OF THE DEFECTIVE ITEM(S). REFUNDS WILL BE PROCESSED BASED ON YOUR ORIGINAL PAYMENT METHOD AND MAY TAKE UP TO 10 DAYS. IN ORDER TO BEGIN THIS PROCESS, PLEASE E-MAIL SUPPORT@QUARTERTOFIVE.CA FOR ASSISTANCE.

GENERAL RETURNS:

IF YOU ARE REQUESTING A FULL REFUND FOR ANY OTHER REASON THAN STATED ABOVE, YOU MUST INITIATE YOUR RETURN WITHIN 14 BUSINESS DAYS OF RECEIPT BY EMAILING OUR SUPPORT TEAM AT SUPPORT@QUARTERTOFIVE.CA. CUSTOMERS ARE RESPONSIBLE FOR SHIPPING AND HANDLING FEES AND ARRANGEMENTS ON THESE RETURNED ITEMS. THE REFUND AMOUNT WILL INCLUDE ANY TAXES PAID ON ORIGINAL PURCHASE OF THE RETURNED ITEM(S). THE REFUND AMOUNT WILL NOT INCLUDE ANY SHIPPING OR HANDLING PAID BY CUSTOMER ON THE ORIGINAL PURCHASE OF THE RETURNED ITEM(S). REFUNDS WILL BE PROCESSED BASED ON YOUR ORIGINAL PAYMENT METHOD AND MAY TAKE UP TO 10 DAYS.

NOTE: PRODUCTS MUST BE RETURNED IN THE ORIGINAL PACKAGING AND IN THE SAME CONDITION IN WHICH THEY WERE RECEIVED. MISUSE OR ABUSE OF THE PRODUCT DOES NOT CONSTITUTE IT BEING DEFECTIVE. ALL PRODUCTS MARKED "FINAL SALE" WILL NOT BE ACCEPTED FOR REFUND OR EXCHANGE.

EXCHANGES:

TO EXCHANGE LIKE ITEMS, YOU ARE RESPONSIBLE FOR THE SHIPPING AND HANDLING FEES TO RETURN THE ITEM(S) FOR EXCHANGE. IN ORDER TO BEGIN THIS PROCESS, PLEASE E-MAIL SUPPORT@QUARTERTOFIVE.CA FOR ASSISTANCE.

NOTE: FOR ITEMS OF LIMITED QUANTITY EXCHANGES MAY NOT BE AVAILABLE. PLEASE E-MAIL SUPPORT@QUARTERTOFIVE.CA FOR ASSISTANCE.

NOTE: EXCHANGES FOR UNLIKE ITEMS MUST BE PROCESSED AS RETURNS AND THE NEW ITEM MUST BE PURCHASED ONLINE. ALL PRODUCTS MARKED "FINAL SALE" WILL NOT BE ACCEPTED FOR REFUND OR EXCHANGE.