

PRE ORDER POLICY v2.1

Policy last updated: September 23, 2023

BY PURCHASING OR SELLING THROUGH OUR WEBSITE, YOU AGREE TO OUR TERMS OF SERVICE AND ALL THE POLICIES STATED ON OUR SITE.

CONTACTING US REGARDING SITE PRODUCTS FOR CUSTOM SHIPPING QUOTES / SHIPPING OUTSIDE OF USA AND CANADA WILL STILL BE SUBJECT TO THE TERMS AND CONDITIONS ON OUR SITE.

1. Cancellation

For pre-orders, if the cancellation is made at least 1 month before the product release, a standard 10% cancellation fee will apply. If the cancellation is made within 1 month of the product release, the cancellation fee will be increased to 15%. In cases where the pre-order is made by placing a deposit, the full amount of the agreed deposit will not be refunded, regardless of the percentage.

An exception to the cancellation policy applies if we are unable to fulfill your pre-order at the original purchase price. This may occur in cases where distribution drastically increases the pricing or allocation is cut at the last-minute. We will send you, the customer, an additional charge notice or cancellation notice. In the instance of pricing revision, you will have the option to proceed with the purchase at the revised price or cancel your pre-order with a full refund.

2. Pre order release date

Please note that all release dates provided are estimated and subject to change based on our distribution side. It is important to understand that pre-orders are not ready to be shipped or picked up until we contact you directly. The release dates shown on the website are for reference purposes only and are subject to revision. We will notify you when your pre-order is ready for shipment or pickup.

3. Final payment for deposit-style pre-orders

For deposit-style pre-orders, the full payment for the product, including any applicable taxes and/or shipping charges, must be completed within two weeks of our team contacting you to inform you that the product has arrived and is ready for shipping or pickup. Failure to submit the full payment within this timeframe may result in cancellation fees as outlined in section "1. Cancellation." Please ensure timely completion of the final payment to secure your pre-order.

WE RESERVE THE RIGHT TO CANCEL AN ORDER FOR ANY REASON. IF WE DO, YOU WILL RECEIVE A FULL REFUND.

WE RESERVE THE RIGHT TO ASK FOR ID FOR VERIFICATION FOR ANY PURCHASE. ALL PURCHASES >1000CAD WILL ALWAYS HAVE AN ID CONFIRMATION.

Please ensure to review and understand these policies before making a purchase through our website (or external check out option if a custom quote is needed). We reserve the right to edit our policies any time without notice. If you have any questions or concerns, feel free to reach out to us at sunny.hobbies@outlook.com.