

SHIPPING POLICY v2.1

Policy last updated: January 13th, 2024

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. When will my order be shipped?

Please allow 3-5 business days for your order to be processed and shipped for in-stock items. For pre-order items, please allow us up to 5 business days after product release to have your item(s) shipped out. Business days are considered as Monday to Friday, excluding holidays.

2. In-store pickup

At checkout, you have the option to select In-Store Pickup at our physical store located at 3300 Midland Ave, Unit 205 during business hours. We are typically open every day from 2-9 pm apart from holidays. Your order will typically be ready for pickup within 1 business day. To avoid disappointment, please call to the store and inquire if your order is ready for pick up. We will typically mark your order as “ready” via our Shopify dashboard, which then you should receive an email stating the order is ready for pick up.

We will hold your order for up to one month after processing. **Failure to pick up your order within one month will result in order cancellation and a 15% restocking fee.** When picking up your order, you must present a valid Photo ID that **matches the name on website during check out.** Failure to present a valid Photo ID will result in rejection of the order pick up. If you want someone else to pick up your order on your behalf, please email us at sunny.hobbies@outlook.com with their name and your order contents, **as well as their valid Photo ID.**

3. Where do we deliver?

We currently ship worldwide. For all purchases outside of the USA (excluding USA territories) and Canada, please contact us for shipping quotes. For Canadian orders, expect 1-2 weeks for tracked delivery. For USA orders, expect 1-3 weeks for tracked delivery. For international orders, expect 2-8 weeks for tracked delivery. If you have any questions regarding your delivery, please email us at sunny.hobbies@outlook.com.

4. Duties and import taxes

We are not responsible for any customs, duties, or other fees incurred after the initial transaction has been processed. You are responsible for covering any charges your border customs requires to deliver the package to you. If a package is declined due to import fees or failure to be picked up from the local post office (usually due to pending import fees) and returned to us, you are subject to a **15% restocking fee, as well as forfeiture of the shipping charge refund**. If the package cannot be returned to us, no refund will be processed.

5. Sales tax

All orders are taxed according to your Province, Territory, or State (applies to Canadians only – we do not collect international tax; that is collected by your country's border agency if applicable).

6. Damaged items

If you receive any damaged items within your parcel, please contact us at sunny.hobbies@outlook.com with your order contents and a description of the problem. **Please make sure to have a video of the package opening. if you cannot provide a video of package opening, no refunds/returns/exchanges will be considered.** We will gladly exchange, return, or provide a discount on any damaged items with valid proof. If the parcel you receive is damaged, please do not open it and reach out to us before you attempt to open the package. **WE DO NOT PROVIDE RETURNS OR REFUNDS FOR ANY ITEMS THAT IS RECEIVED WITH SMALL TEARS AND DENTS ON THE EXTERIOR WRAPPING/BOX.** For example we will not refund or return your booster box purchase if the plastic wrapper has a small hole at the seal. Exceptions can be made for products >5 years old due to their collectibility nature. **WE DO NOT PROVIDE RETURNS OR REFUNDS FOR ANY GRADED CARDS THAT YOU DISAGREE WITH HOW THE GRADING COMPANY GRADED THE CARD.** We are re-sellers of these products certified by the grading company. We did not make the grading valuation or decision.

7. Online sales returns

If you decide you do not want a **supply product (for example, binders toploaders and sleeves)** within 7 days of delivery or pick-up, we will offer a refund to your original purchase method upon return of the product and inspection of the item in its original condition. You will be responsible for any shipping costs associated with the return. **Please note that we do not accept returns on any other products offered in shop. For full details please review our "Return Policies".**

8. Product availability

All orders are subject to product availability. If an item is not in stock or oversold when your order is placed, we will attempt to contact you and remove the item from your order. Your shipping charges may be adjusted accordingly.

9. Quantity and order adjustments

We reserve the right to adjust the quantities of products ordered. These decisions will be made on a case-by-case basis, and you will be notified of any changes made to your order. This pertains to, but is not limited to, "buyouts" and other orders involving the sale of high-demand products, especially if the product is allocated by our suppliers.

10. Product Descriptions and Accuracy

Some items may be stock photos on the site. Please note that colors, sizes, and other product details may vary slightly from the images displayed – especially in the case of stock photos. We are not responsible for any discrepancies and encourage you to reach out to us if you have any questions or concerns about a specific product. If you are concerned about how we rate the condition of our singles, please review our **Condition Guide**.

11. Changes to Policies

We reserve the right to update or modify our policies at any time without prior notice. It is your responsibility to review these policies periodically to stay informed of any changes. We will, however, update our email subscription with any major changes in the policies. Please consider subscribing to our mailing list. The date of the last update will be indicated at the top of each policy.

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

Please ensure to review and understand these policies before purchasing through our website (or external checkout option if a custom quote is needed). If you have any questions or concerns, feel free to reach out to us at sunny.hobbies@outlook.com.

Thank you for choosing Sunny Hobbies!