

SHIPPING POLICY: All product orders will be shipped via Canada Post Express (UPS or other at the discretion of Boss Medical Limited, typically within two (2) business days for all in stock products. All backorder products will be shipped upon availability to the same address as noted on the original order.

Orders are subject to a standard packing and shipping fee of \$30 CAD. Large/bulk/multi-box orders are subject to a packing and shipping fee of \$50 CAD. Special request orders and/or expedited orders may be subject to an additional custom shipping fee, to be detailed at the time of purchase.

If delivery of product is unable to be received by the purchaser, the product will either be left at delivery location, or held by the registered carrier with a notification of missed delivery, and instructions on how to obtain your products from the local depot. Boss Medical Limited is not responsible for missed deliveries and shall not be held accountable for lost or damaged goods.

NOTICE OF CLAIM: (a) No Carrier is liable for loss, damage or delay to any goods under the Bill of Lading unless notice thereof setting out particulars of the origin, destination and date of shipment of the goods and the estimated amount claimed in respect of such loss, damage or delays is given in writing to the originating carrier or the delivering carrier within sixty (60) days after the delivery of goods, or, in the case of failure to make delivery, within nine (9) months from the shipment together with a copy of the paid freight bill.

Received at the point of origin on the date specified, from the consignor mentioned herein, the property herein described, in apparent good order, except as noted (contents and conditions of contents of package unknown) marked, consigned and destined as indicated below, which the carrier agrees to carry and to deliver to the consignee at the said destination, if on its own authorized route or otherwise to cause to be carried by another carrier on the route to said destination, subject to the rates and classification in effect on the date of shipment.

It is mutually agreed, as to each carrier on all or any of the goods over all or any portion of the route to destination, and as to each party of any time interested in all or any of the goods that every service to be performed hereunder shall be subject to all the conditions not prohibited by law, whether printed or written, including conditions set aside by the standard bill of lading, in power at the date of issuing, which are hereby agreed by the consignor and accepted for himself/herself and his/her assigns.

The Contract for the carriage of the goods listed in the bill of lading is governed by regulation in force in the jurisdiction at the time and place of shipment and is subject to the conditions set out in such regulations.

PURCHASE POLICY/WAIVER OF LIABILITY: Buyer assumes sole responsibility for the use of medical devices and/or professional care products purchased through Boss Medical Limited. Buyer agrees to act in accordance with all Canadian government/industry specific regulatory bodies as they pertain to the purchase, use, resale, promotion and maintenance of records for the medical devices and/or professional skin care products distributed in Canada through Boss Medical Limited. Buyer further assumes complete and full responsibility – without exception – for any liability (material, financial, medical, and/or psychological) that may arise from the use of medical devices and/or professional skin care products. Buyer completely indemnifies and holds harmless Boss Medical Limited, its suppliers, manufacturers, officers, representatives, and/or agents from any judgment, any arbitration, and/or any other settlement brought with or without cause.

PRODUCT EXCHANGE/RETURNS POLICY: All professional care products and medical devices purchased through Boss Medical Limited are considered to be FINAL SALE. Boss Medical Limited will assess any reports of damaged/faulty products on a case by case basis and the buyer is responsible for completing Boss Medical’s Complaint Form. Any new, unopened product return requests will be assessed individually by Boss Medical Limited. Refunds are at the sole discretion of Boss Medical Limited and will be issued in the form of in-house company credit that can only be used towards the purchase of applicable products and services distributed/available in Canada through Boss Medical Limited.

NOTE: All accepted returns will be subject to a 30% restocking fee along with any incurred return shipping costs.

If a device is covered under limited manufacturer’s warranty, the buyer is responsible for completing the manufacturer’s warranty claim form with as much detail as possible. This form must be emailed to Boss Medical (orders@bossmedical.ca) and the buyer must securely package and ship the device to Boss Medical Limited (Address: 14823 Yellowhead Trail, Edmonton, Alberta, T5L 3C4) with a printed copy of the warranty claim form. Upon receipt of the device, Boss Medical Limited will ship a replacement to the buyer.