

Returns / Refunds / Exchanges Policy

Bulk Order Cancellation: In the event that a Facebook Buy is cancelled, due to not reaching the minimum quantity required in order for us to place an order, all orders will be refunded and credited back to the buyer in the original payment method. **We apologize for the inconvenience; store credits will be issued for e-transfer payments.**

All sales are final: please do your own research before purchasing and participating in our buys. Reviews are accessed through Google, and we recommend you to use these reviews to your advantage. We do not offer refunds, returns, or exchanges due to the product not reaching your individual highest standards, as we do recommend you to checkout reviews first.

Lakeshore Importers offers 30-day **MANUFACTURE warranty** on all items purchased. The warranty date starts the same day when the bulk order arrives at the Chestermere Location, or when the item states arrived at your house according to the tracking number upon being requested (Tracking number provided through Canada Post or UPS). We promptly request you to pickup these items as soon as possible. Warranty will not be issued past the 30-day mark, as the supplier is the one who offers the warranty. Warranty resolutions may include but not limited to, full refund, partial refund, return of goods on buyers expense, a new item, or a non-refund. We are unable to decide the manufactures decision. In the case of a manufacture disagreement, and within reason, Lakeshore Importers will offer a store credit. We will not accept returns for a full refund, nor will we exchange the items, unless noted from the manufacture. There are no exceptions.

Abandoned items: There are two reasons we would deem your items abandoned. The first reason is if multiple attempts to a client are made to pickup his or her item, and the client does not respond, therefore allowing us to deem the items abandoned. We are not a storage facility. We are unable to hold your items because you are not communicating with us. Of course, exceptions do apply within reason for us to hold your items, which is at the discretion of each individual host.

The second reason is if a bin request has been made at a host location, and the item has not been picked up in 72 hours from the day the item has been placed in the bin. You are required as a valued client to insure you pickup the same day you request. If you have questions, please send the host a message the day you requested to pickup.

Once the items are abandoned under either reason one, or two, the items will be resold without refund within 24 hours; you will not be able to get these items back. We will commit in notifying you when the items are due for pickup before they are abandoned.

Host Locations:

We are unable to change host location once an order has been placed. If you made a mistake in checkout, you must notify us right away, and a new order will be issued with the changes requested. A refund will be issued for the previous order once a new order has been paid for. The new order is subject to a \$3.00 refund/processing fee. Due to Paypal and Visa "Card Holder Agreements", we are required to process your order AS IS, such as sending to the appropriate host location. You can read about the terms and conditions here:

PAYPAL: <https://www.paypal.com/ca/webapps/mpp/ua/useragreement-full>

VISA CARDHOLDER AGREEMENT: Please Google your credit card "card holder agreement" as each agreement is different between banks.

*Over reading, and disputing the agreed returns/refunds/exchange policy will result in a permanent banishment from Lakeshore Importers. Owners, and staff of Lakeshore Importers will have final say. No Exceptions.

By purchasing from Lakeshore Importers, you agree to these terms in full.

Revision History: July 28, 2018*

*All past and future orders will use the most current policy in terms of a dispute.