



ORDER AND SHIPPING POLICY

ORDERS PLACED FOR SHIPPING

- Orders received before 11:30am* will leave by the next business day
- Orders received after 11:30am* will leave within the next 2 business days
- Transportation times vary depending on location
- We use Total Delivery on the Islands and DHL anywhere else in Canada
- Deliveries cannot be requested at or before or after a specific time of day

ORDERS PLACED FOR CUSTOMER PICK-UP

- Orders made before 11:30am* will be ready for *SAME* day pick-up after 4pm
- Orders made after 11:30am* will be ready for *NEXT* day pick-up after 4pm
- If you need your items sooner, you can come to the showroom in person any time during our business hours 8:30am – 5pm Monday – Friday and take the products you want right from the shelves

DISCREPANCIES

- We ask that you check your order upon receiving it and report any discrepancies or errors to us within 2 business days. We are not responsible for discrepancies after this time.
- PLEASE double check the # of boxes you are signing for when receiving a delivery!

BACK ORDERS

- If we are out of stock when you order, the quantity will appear as a b/o on your invoice. You are not billed for the items you are not shipped.
- We automatically ship out items you have on b/o when we receive them in stock again. You will be billed for the items at this time but we won't charge you shipping
- We keep a record of items on b/o for 2 months. If you do not receive it within that time, you will need to re-order.
- If you do not wish to have b/o's auto-shipped, please tell us! We will make a note on your file that backorders are not to be sent.

RETURNS / CREDITS / EXCHANGES

- If the purchase was made on the showroom floor, the return is handled there. Remember to bring your receipt. You have 60 days.
- If the purchase was made via your sales rep or the order desk, please call us
- We have various forms that are to be filled out and accompany re-sellable return requests, returns of faulty or damaged goods, and promotional give-aways which are all available from your sales rep
- 20% re-stocking fees may be applied

* times are approximate