

THESE TERMS AND CONDITIONS MAY CHANGE

Zepter International Canada Inc. reserves the right to update or modify these Terms and Conditions at any time without prior notice. For this reason, we encourage you to review these Terms and Conditions whenever you purchase products from us or use our Web Site.

All Zepter International Canada Inc. products are final sale. No refunds or returns. Only repairs.

1- SHIPPING POLICY

SHIPPING DESTINATIONS

Shipping to all destinations across Canada. If your order from Zepter International Canada Inc. we'll ship your order to you via Canada Post or UPS. Zepter International Canada Inc has established discounted rates with various Canadian freight carriers. **For online order** , you **will be notified of freight charges before your order is processed (Canada Only)**. **Orders conducted through alternative methods (i.e. PDF form)** will be notified of shipping, handling and Freight charges once the order is ready for delivery.

DELIVERY TIME:

We process all orders during regular business hours (M-F 9:00 AM - 5:00 PM Eastern Standard Time). We will make our best efforts to ship your order in a timely manner however delays do occasionally occur beyond the control of Zepter International Canada Inc. Please note that items that are "available" may need to be ordered from the manufacturer which may cause additional delays.

MULTIPLE PACKAGE SHIPMENTS:

Although we make every attempt to ship all orders complete, sometimes it may be necessary to break up orders in two or more packages or into multiple shipments.

P.O. BOX SHIPMENTS:

Unfortunately, we cannot ship to P.O. Boxes. For your protection, a signature is required upon delivery of your

DELIVERY ADDRESS ACCURACY:

In order to ship your package, we require a complete street address with postal code to insure that you get prompt delivery. We are not responsible for shipments that are delayed, lost, or misdirected due to an inaccurate address being provided. Zepter International Canada Inc. will not be responsible if additional shipping charges are accrued because of incorrect or incomplete addresses. If a problem with a shipping address is discovered, we will attempt to contact you and correct the problem however it is ultimately your responsibility to provide us with accurate information.

DAMAGED, LOST OR SHORT SHIPMENTS

Damaged, lost or short shipments should be reported to us immediately so that we can re-ship the merchandise and/or register a damage claim with the appropriate carrier. Please do not accept packages that are obviously opened or damaged. Keep damaged goods and containers exactly as they were delivered until you're advised otherwise.

Make sure to inspect all freight-bound shipments prior to accepting the contents for any damage. Report damage directly to the delivery person and clearly mark the bill of lading as "DAMAGED". All damaged shipments must be reported to us within 24 hours of delivery. Report all damaged shipments to: customercare@zepterinternational.ca.

SHIPPING TO DESIGNATED REMOTE LOCATIONS:

More than 95% of Canadians do not reside in an area that would be classified as "remote". If however you're unsure as to whether or not you're in a designated remote location, just email us anytime at info@zepterinternational.ca or call us at (647) 748 1115 during regular business hours.

HOLIDAY DELIVERY DATES

During **Statutory holidays and Holiday Seasons, please expect shipping delays. We recommend ordering in advance if you would like to receive your shipment before or during the holidays.**

COVID 19 DELIVERY DELAYS

Due to increased safety measures at our distribution centre and with our shipping partners, you may experience a delay in the shipment or delivery of your order.

2- MANNER OF PAYMENTS

- Visa Credit Card
- MasterCard Credit Card
- Amex Credit Card
- PayBright
- MediCard

