

# Frequently Asked Questions

## When will my order arrive?

- Please allow up to 5 business days to verify and process your order and between 5-10 business days for delivery. You will receive an email notification once your order has shipped.
- Orders placed over the weekend or on holidays will begin processing the next business day.
- During high order volume periods we may require additional processing time.
- Due to the resurgence of COVID-19, and to ensure the safety of our distribution centre employees, there may be delays in processing and delivering your order.
- Please visit our shipping page for additional information and estimated delivery times.

## What is your return policy for orders placed online?

- Due to limited quantities and high order volume, we cannot make changes to an order once it has been placed. All sales are final.

## Can I cancel or modify an existing order?

- Unfortunately, we cannot make changes to an order after it has been placed.
- Please carefully review your order prior to completing your purchase.

## What currency are your prices in?

- Orders placed by customers residing in Canada will be charged in Canadian Dollars (CAD).

## I am having issues checking out. What do you suggest?

- Please ensure that the billing address is consistent with your bank's records. Otherwise, you will need to contact your bank/credit card provider as we cannot resolve credit card issues on our end.