

## **HOW TO RETURN AN ITEM**

Your item must be in its original unused condition to be returned. You must return the item within 10 days of purchase, unopened and in original condition. Contact us for instructions on returning items. Phone 613-938-8455 before you ship back.

1. Claims for incorrect items or damaged or missing goods must be processed within five (5) days of the received date, based on delivery records.
2. Returned items must include a copy of your invoice before the items are shipped back to us.
3. Returned merchandise must be complete, clean, unused, and in its original packaging.
4. Shipments returned to us will be prepaid by the customer.

A restocking fee of 25 percent will apply to any open products or packages.

Items that came with any bonus items, free items, or similar promotions that are not returned will be charged the full retail value of the missing item. This amount will be deducted from the credit issued.

Please note that by ordering from our website or over the telephone, you are indicating that you have read and understood these guidelines. Giroux Sewing Centre reserves the right to amend this policy at any time without prior notice.

Opened items brought in for exchange must be accompanied by all original packaging and contents. These items are subject to a 10 percent restocking fee within the 10 day period described in our exchange policy. No exceptions.

## **PRICE GUARANTEE**

If you purchased an item and the price is reduced or goes on sale within 10 days of your purchase, we will issue you a gift card for the difference. Exceptions apply, including Black Friday, Trade Shows, Boxing Day, and Final Clearance.