



Clothing Policy

Monday, January 09, 2017

FAQs

When will I get my order?

Your order will take 5-10 business days, from time of order to prepare for shipping (depending on how busy we are). After that, how long it takes to arrive depends on transit. Shipping fees also include handling.

Where will you ship to?

Currently, we are only able to ship orders within Canada. Full address (not PO box) is required including a valid ship-to telephone number.

What if I bought the wrong size?

We are happy to exchange your clothing purchase for a different size or different product. Give us a call as soon as you can and we will be happy to work with you to sort it out. Additional shipping costs may apply.

Please note; proof of purchase is necessary for all exchanges. If your item was won in a raffle or derby no exchanges or returns are possible.

Currency

All prices are shown in Canadian Dollars.

Prices are subject to change without notice.

Taxes and shipping fees are additional and depend on ship-to.

DELIVERY POLICY

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you.

Delivery dates are estimates and commence from the date of shipping, rather than the date of order. Delivery dates are to be used as a guide only and are subject to the acceptance and approval of your order. Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.

Shipping costs are based on the weight of your order, delivery location and method. This cost also includes full or partial costs of handling and shipping supplies required to fulfill the order. A shipping cost can be given after the order is placed and has been packed and is ready to ship on our end.

Sales tax is charged according to the province or territory to which the item is shipped.

Items offered are only available for delivery to addresses in Canada with mail delivery. Any shipments outside of Canada are not available at this time.

RETURN POLICY

All returns must be authorized within 14 days of delivery. Returns must be in "new and unused" condition. Items meeting these conditions will be exchanged for in-store credit. The purchaser is responsible for all return shipping charges.

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to goods during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.

Questions or Concerns? Please send all questions, comments and feedback to us at **scotty@scotty.com**