

## TERMS AND CONDITIONS

### SHIPPING INFORMATION

- Orders can be shipped via the following methods:
  - **Canada Post** (Regular Expedited)
  - **Canpar** (Must have a physical address or pick-up location address).
  - **Purolator** (Must have a physical address or the physical address of the nearest depot who will hold it for pick-up.). Go to [www.purolator.ca](http://www.purolator.ca) for further information.
  - **DHL/Loomis** (Must provide your account number and your company name that DHL has on file).
- Please note, larger orders may require special shipping arrangements with Trucking companies. Please call to discuss alternative shipping methods.
- We are **NOT ABLE TO** determine the cost of shipping when your order is placed. Shipping costs are calculated based on weight and cubic dimensions and the shipping address postal code. Please contact customer service if you require a shipping estimate (estimates are subject to change).

### INSURANCE COVERAGE

- Insurance on product is covered up to \$100.00. Anything over this amount is not covered by Halford's. Customers must request additional coverage at the time of their order to ensure parcels are insured from shipping damage.

### PAYMENT INFORMATION

- **Credit Cards and Gift Cards**
  - We accept VISA, Mastercard and pre-paid credit cards (available at Canada Post, Financial institutions and some grocery/convenience stores).
  - Halford's gift cards can be used in-store, over the phone or our website under "Order Information" section.  
Please enter your gift card number and CVV2 code under Shipping Instructions.
  - We do not accept American Express or Discovery credit cards.
- **Cheque or Money Order**
  - If you are paying by cheque or money order, most provinces please add 5% GST.  
Ontario 13% HST. New Brunswick, Newfoundland/Labrador, Nova Scotia and PEI please add 15% HST.
  - Orders are held until uncertified cheques clear our bank.
  - For most orders Please include a **minimum** of \$40, or 10% of grand total (**whichever is greater**) to cover postage and insurance.
  - For rural communities please call us for shipping estimates (Please note, estimates are subject to change).
  - Refunds will be issued on over paid shipping estimates.
  - There will be a \$100.00 service fee applied to any NSF or stop payment cheques.

### DISCLAIMER

- Prices are subject to change without notice.
- If there are discrepancies between our website and the catalogue, the price on the website will be considered correct.
- Colours and Photos in this catalogue may not be exactly as shown and subject to change due to manufacturer's updates, new suppliers and other unavoidable changes.

### USA AND INTERNATIONAL ORDERS - SORRY, WE CURRENTLY DO NOT SHIP OUTSIDE OF CANADA

### BACK ORDERS

- If you require item(s) to be backordered please indicate the item(s) on your order. On our website look under "Order Information" section for "Shipping Instructions" text box.
- For faster deliveries, please consider pre-paying for your backorders
- Due to the increasing shipping charges and packaging materials we are no longer able to cover freight on back ordered items.
- A Customer Service Representative will notify you when the item(s) are available.

### PRICE GUARANTEE

- Due to the fluctuations in the market and currency exchanges, all prices are subject to change without notice and items may be substituted or discontinued at any time.
- All quotes are in Canadian Dollars and valid for up-to 30 days (unless special arrangements are made).
- Errors in pricing, content and/or description may occur in our catalogue and website. We apologize for any inconvenience.  
If an error is discovered the corrected price will apply to your order and you will be contacted to advise of these changes prior to shipping your order.

### PRICE MATCH GUARANTEE

- We will attempt to match any local competitor's everyday retail shelf pricing on **\*Identical Products** provided that the item is in stock and physically available to purchase or ship immediately. **\*Identical Products** will be determined by us and must be verified with a Sales Manager on site. We reserve the right to verify the price and availability of the product at the competitor's location before honouring this offer. Price match is not acceptable on competitor errors or misprints, or on items which are advertised as discontinued or as clearance. This Price Guarantee also excludes items which are used, damaged or returned and does not apply on volume discounts, discounts obtained through loyalty programs and/or Special Orders. \*Identical (depending on product) is determined by brand, model, size, quality/grade, colour, and use.

### RETURN POLICY (**\*VERY IMPORTANT! PLEASE READ BEFORE RETURNING MERCHANDISE**)

- Except for merchandise covered under a Manufacturer's Warranty, if you are unsatisfied with your purchase, please return or exchange it within 30 days from the invoice date upon receiving prior approval and a designated RMA (Return Materials Authorization) number from a Customer Service Representative.

- **To obtain an RMA number:** call us at **1.800.353.7864** or email [order@halfordsmailorder.com](mailto:order@halfordsmailorder.com) with the following information:

- Name and account number on the invoice
- Complete Address
- Telephone Number
- Halford's Item/Catalogue Number

When you receive your RMA number, please write it on the outside of the package in large, bold print and on a copy of the original invoice. Include this invoice in your package with a written statement indicating the reason for the return.

- Please be advised that Halford's reserves the right to refuse delivery of products returned without an authorized RMA number.
- Items returned without an authorized RMA number may be subject to a 20% restocking fee.
- Any merchandise returned must be unused, undamaged and in its original packing (with all the parts, manuals and documents).
- We **DO NOT** accept C.O.D. returns. All returned items must be prepaid.
- Shipping charges are non-refundable, unless otherwise authorized.
- If exchanging an item, the customer will be responsible for the cost of the return freight.
- Returned item(s) for refund may be issued a Halford's gift card for future purchases in-store.
- Halford's **DOES NOT ACCEPT LIABILITY FOR** lost, stolen or damaged packages in-transit.  
Please use a carrier that demonstrates proof of delivery and offers insurance to your shipment while in transit.

- **Non-Refundable Items**

- We **DO NOT** accept returns for Books, Patterns, DVD's, Clearance items or food related products (spices, seasonings, cures, casings and other food related products).  
**All sales are final for above items.**

