

## **RETURN & PRICING POLICY**

We know that it is very difficult to determine how a product will fit and feel like when looking at it on a computer screen or a mobile device. At Skaters Edge we have tried to make our return policy as easy as possible for you. If you are not satisfied with your purchase, you can return unused items in new condition within 30 days for a full refund.

### **Limitation and Exceptions:**

The following items are non-returnable:

- Special Orders (Custom Orders & Team Orders)
- Customized Product (Jersey's, Goalie Equipment)
- Mouth Guards
- Undergarments and Jocks
- Used Product

### **Return Procedure**

All products that are being returned must be in new condition, have all tags, manufactures paperwork (warranty cards) and UPC or Serial Numbers must be clearly visible.

For orders placed online, all you need to do is repackage the item(s) in a box and send it back to us. Once the package has arrived back at our store we will offer a full refund minus the cost of shipping.

### **Shipping Fees:**

Skaters Edge SFS does not cover any return shipping fees, even on defective products. We are not responsible for product defects as we do not manufacture the product we carry. Please check out the [Warranty Information](#) to see if your defective product is covered under the manufactures warranty. If there is a problem feel free to contact us at [info@skatersedgesudbury.com](mailto:info@skatersedgesudbury.com) and we will do the best we can on assisting you in the warranty claim.

### **Return Shipping Address:**

All returns must be sent to:

Skaters Edge Source for Sports  
Attn: Mark @ Returns  
1338 Kingsway Unit# 1  
Sudbury, ON  
P3B0A3

### **Best Price Promise**

At Skaters Edge SFS we're confident in the prices offered in-store. If you find an item available for sale at a lower advertised price by any of our competitors, we will gladly match that price. If within 14 days of

your purchase, you find your purchased item advertised by us or a local competitor at a lower price we will gladly refund the difference.

**Terms & Conditions:**

1. The competitors' price must be:
  - Verifiable by our employees
  - Advertised in Canadian currency
  - Sold by an authorized retailer located in Canada
2. The advertised item must be the same brand, model, model year and colour, and be in stock and available for purchase that day
3. Best Price Promise does not apply to online promotions.
4. This policy does not apply to demo/rental products, advertising errors/misprints, rebates, coupons, limited time offers (i.e. grand opening sales, door crasher specials, Boxing Week etc.), close-outs or liquidation items.
5. Your credit will be in the same form of payment as your original purchase and original receipt and competitor's ad must be presented in-store for refund.
6. Store management has the authority to make a judgment call on any competitive price match in the store.

**Warranty Conditions May be Applied**

Any potential warranty claims on price matched products will be deferred directly to the manufacturer. Products will not be replaced from our stock at existing in-store prices.

**Pricing Policy**

We admit we do occasionally make mistakes as we are only human. With the many items we have in our store with the numerous variation of make, models, sizes and colours that we have to manage, it is impossible to be perfect all the time. We reserve the right to refuse to fill an order if, as a result of a system or human error, our descriptions, images or prices are wrong.

Remember if something sounds too good to be true, it most likely is. If you see something on the site that doesn't make sense, send us an e-mail or give us a call. We will explain it or, if it is wrong, correct it.