

Equi-Soul Shipping Policy

ORDER PROCESSING:

Please allow 1-2 business days to process your order. Expect an email within 1-2 business days to let you know your order is on the way!

STORE PICKUP - 10790 Sandy Row, South Mountain, ON

Orders can be picked up daily, from Monday to Saturday from 10am to 6pm. An email will be sent when your order is ready for pickup.

LOCAL DELIVERY

During checkout, enter your address and choose the ship option. Click the "continue to shipping" button. Local delivery is available for addresses within 50kms of our shop. If the local delivery option does not show up during checkout, your order is not eligible for local delivery.

When your order is ready for delivery, you will receive an email with real-time tracking information.

FLAT RATE SHIPPING

Orders are generally shipped within 2-7 business days using Canada Post. Flat rate shipping fee of \$35 applies to orders shipping to anywhere in Canada. Optional: We do not ship outside of Canada at this time.

DOMESTIC SHIPPING RATES AND ESTIMATES:

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

For simple flat rate shipping: We offer \$35 flat rate shipping to Canada.

REFUNDS,, RETURNS AND EXCHANGES

We accept returns up to 30 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible at equi-soul@outlook.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at equi-soul@outlook.com.