

## SLF SHOP TERMS AND CONDITIONS

All prices on our website are listed in Canadian dollars.

### SHIPPING

The Stacylel Fitness shop ("SLF Shop") currently offers shipping only within Canada.

Orders will be processed Monday to Friday, excluding holidays, within 2-3 business days from the time of reception of the order. Shipping time may vary depending on the carrier. Delays may occur during peak season, order backlogs or if there are factors beyond the control of the SLF Shop, such as, without limitation, inclement weather, delays or shortages attributable to Covid-19, or delays experienced by the shipping carriers. All shipping charges are non-refundable once an order has been placed on the website.

**\*Please Note:** P.O. Boxes cannot be accepted as a shipping address, if a PO Box is provided, we will be unable to deliver your items.\*

#### Shipping rates and delivery estimates

Shipping charges per order will be calculated and displayed at checkout in accordance with the following chart:

Order Amount	Standard Shipping
\$0-\$30.00	\$4.99
\$30.01- 99.99\$	\$7.99
\$100.00+	*Free

\*Free shipping on orders of \$100 or more.

## **Remote Areas**

Remote areas are defined as being outside of the standard shipping carrier service routes. Orders being shipped to remote Canadian locations may be subject to an additional shipping charge. If you are placing an online order from a remote area the shipping cost quoted at the time of checkout may not always be accurate. In such a situation, the SLF Shop will contact the customer with the correct shipping cost before processing the order in order to confirm such cost with the customer prior to shipping.

## **Shipment Confirmation and Order Tracking**

You will receive a Shipment Confirmation email with your tracking number once your order has shipped.

## **Duties, and Taxes**

The SLF Shop is not responsible for any duties and taxes applied to your order, if applicable. All fees imposed during or after shipping are the customer's responsibility (including tariffs, duties, taxes, and other costs).

## **Damaged items**

The SLF Shop is not liable for any products that have been lost, stolen or damaged during the shipping or delivery process. If you received your order damaged, please take a picture of the damages package or item and file a claim with the shipment carrier. Save all packaging materials and damaged goods before filing a claim.

## **USE OF PRODUCTS**

Products should only be used in strict accordance with their intended use. Misuse can result in physical injury. You should consult your health care provider prior to the use of any fitness items or equipment. Before engaging in any of the exercise or fitness programs offered on this website or any other fitness programs, you should consult your physician or other professional health care provider to determine if it is appropriate for you. Do not exercise while experiencing any pain.

Always ensure to use the resistance level that permits you to correctly and safely complete each exercise.

Exercise tips and instruction provided should serve as a guideline only and should not replace the instructions and guidance issued by your healthcare provider.

All products should be carefully inspected prior to and after each use. Products should not be used if torn, punctured or damaged in any way. Immediately discard any such damaged product.

The products offered on this website are not intended to be used as toys, and as such they should be kept out of reach of children and pets. Children should not use any of the products offered on this website unless such use is in strict conformity with the instructions prescribed by an exercise professional and supervised by an adult at all times.

## **RETURN POLICY**

All items purchased on our website are **final sale** as at the time of the placement of the order and are not eligible for returns, refunds or exchanges at any time. In addition, any refused packages will be forfeited and returned to the SLF Shop without the customer being eligible for a refund or a credit.

## **CANCELLATION BY THE SLF SHOP**

The SLF Shop reserves the right to cancel any order and for any reason. In such event, the customer will be immediately notified of the cancellation and the purchase price shall be refunded to the credit card used for the purchase.

## **LIABILITY**

The SLF Shop is not liable or responsible for any damages caused by the use or misuse of any product sold by it. By using this website, and through your purchase of any product, you acknowledge and agree that you are fully and solely responsible for any and all risks incurred in purchasing and using the products.

## **GIFT CARDS**

Gift cards sold through the website shall only be used for the purchase of products sold in the SLF Shop. They shall not be eligible, nor shall they be used to purchase memberships to the SLF movement programs or classes. Please contact customer service at [info@stacylelfitness.com](mailto:info@stacylelfitness.com) should you wish to gift a membership.

## **QUESTIONS OR CONCERNS ABOUT A SHIPMENT?**

If you do not receive your order within 15 business days upon shipping, please contact the shipping carrier for the most up to date information and status updates.

## **ANY OTHER QUESTIONS?**

For customer service, please contact [info@stacylelfitness.com](mailto:info@stacylelfitness.com).

## **REFERENCE**

Any reference or mention to the "SLF Shop" in the terms and conditions herein shall be deemed to include "Stacylel Fitness Inc".