



## ONLINE STORE

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### 1. GENERAL CONDITIONS

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Many maple products and equipment are available on our online store.

In general, items that are:

- **less large or heavy** are shipped by Dicom or Canada Post to your home or postal address of your choice. We use the services of USPS (United States Postal Service) and UPS in the United States;
- **too large or heavy** that cannot be shipped by Dicom, Canada Post, USPS, or UPS are sent to the authorized Lapierre distributor of your choice.

Note: It is possible to pick up all your orders directly at the authorized Lapierre distributor of your choice.

### 2. DELIVERY OR CARRIER FEES

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#### **LESS LARGE OR HEAVY ITEMS**

##### **DELIVERY LOCATIONS**

QUEBEC and ONTARIO

- Delivery is provided by Dicom or Canada Post.

OTHER CANADIAN PROVINCES and THE UNITED STATES

- For the other Canadian provinces, delivery is provided by Canada Post.
- For the entire United States, we use USPS or UPS.

##### **DELIVERY FEES**

- Orders UNDER \$250 before taxes are shipped to your home or postal address of your choice.
  - Delivery fee: \$19.95 plus taxes
- Orders OVER \$250 before taxes are shipped to your home or postal address of your choice.
  - Delivery fee: none
- Orders to the authorized Lapierre distributor of your choice.
  - Delivery fee: none, regardless of the order value.
  - You will then need to pick up your order at the distributor you selected.

#### **TOO LARGE OR HEAVY ITEMS**

When the shipping volume or weight is too high to use a parcel service, a carrier is used.

##### **CARRIER FEES and SHIPPING ADDRESS**

There is no carrier fee if the items are sent to an authorized Lapierre distributor.

##### **SHIPPING TRACKING**

If the carrier issues a tracking number, it will be provided to you.

### 3. STOCK SHORTAGE

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When an item is out of stock, we ship you the quantity we have in inventory.

As soon as new merchandise arrives at our warehouses, we will ship you the remaining quantity of your order with no additional fee.

### 4. RETURN AND REFUND POLICY

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We have established a system that guarantees your total satisfaction. Otherwise, please contact us as soon as you receive your merchandise so that we can evaluate how we can respond to your request.

#### VERIFYING YOUR ORDER

As soon as you receive your order, ensure that the product received is the one you ordered. Unpackage your product carefully and keep all its packaging. Ensure the physical integrity and detect any operational defects of the product. In case of defects, please get in contact with our customer service without delay.

#### IN CANADA

- Monday to Friday, 8 a.m. to 4:30 p.m.
- Dial 1-833-548-5454
- Write to us at [info@elapierre.com](mailto:info@elapierre.com)
- Or chat with an agent online at [elapierre.com](https://www.elapierre.com)

#### IN THE UNITED STATES

- Monday to Friday, 7:30 a.m. to 4 p.m.
- Dial 1-802-868-2328
- Write to us at [info.usa@elapierre.com](mailto:info.usa@elapierre.com)
- Or chat with an agent online at [elapierre.com](https://www.elapierre.com)

#### RETURN AND REFUND

You may return your order up to 30 days after receiving it.

- The product must be returned to us in its original packaging.
- The packaging must be intact.
- Note: Delivery or carrier fees for merchandise returns are non-refundable.

#### RETURN AND REFUND PROCEDURES

- Merchandise return
  - Contact our customer service to get instructions as well as the return number of your merchandise.
  - Note: Return instructions vary from one region to another.
  - It is possible to use the authorized Lapierre distributor of your choice for merchandise returns, whether or not the receipt for your order is from an authorized Lapierre distributor.
- Refund
  - Once we have received and verified your merchandise, we will refund the price paid for the returned product(s).

#### TAKE-BACK FEE

- A 10% take-back fee applies to all returned items.
- If a merchandise return is necessary due to a manufacturing defect or shipping error, no take-back fee will be charged, and shipping fees will be assumed by LAPIERRE EQUIPEMENT.

#### EXCHANGE

It is possible to exchange your product.

- The price difference will be debited or credited, as the case may be.
- Refer to Section 2: DELIVERY OR CARRIER FEES for shipping fees.

## 5. EXCLUSIONS

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No merchandise return is accepted for:

- food containers such as bottles or jugs, for hygiene reasons
- electric or electronic parts
- merchandise that has been manipulated carelessly, used, dismantled, modified, or altered in such a way that the resale of the merchandise as new is compromised.



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Note: It is possible to pick up all your orders directly at the authorized Lapierre distributor of your choice.

## 2. DELIVERY OR CARRIER FEES

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### LESS LARGE OR HEAVY ITEMS

#### DELIVERY LOCATIONS

UNITED STATES and CANADIAN PROVINCES

- For the entire United States, we use USPS or UPS.
- For Quebec and Ontario, delivery is provided by Dicom or Canada Post.
- For the other Canadian provinces, delivery is provided by Canada Post.

#### DELIVERY FEES

- Orders UNDER \$250 before taxes are shipped to your home or postal address of your choice.
  - Delivery fee: \$19.95 plus taxes
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