

Return Policy

This Return and Refund Policy is made as per the rights and laws of **Canada**. We are committed to offering the best value to our customers, with a risk-free 100% satisfaction guarantee of our business. We reserve the right to reject any returned item that does not meet our guidelines. If we reject any returned item, you will not receive a refund on such item.

Warranty Conditions:

- The warranty condition of a particular product is applied according to the warranty given on the product.
- Returns, Exchanges or warranties on an item without a receipt may not be accepted.
- In case a product that is still under warranty coverage is discontinued or not readily available, Simply Retrofits reserves the right to offer a comparable replacement or offer a full refund. All other warranty conditions must be met.

Damaged products:

- If the product is damaged during the shipping then click the pictures of the damaged product and send us within 24hours via email or phone.
- Returns over 7 days are not eligible for a refund.
- The new product will only be shipped when we receive the damaged product.
- The damaged products will be picked up collectively by the time being of 4-6months.
- The customer will be responsible for the shipping cost of the new product which we deliver in place of the damaged product
- If you have additional questions, please contact at Contact@simplyretrofits.com or call us on 905-581-9097.
- Send the returns to the following address:
Simply Retrofits
35 Kelfield St
Etobicoke, ON, M9W5A3

Defective product:

- All warranty and defective claims are based on our supplier's policies in place at time of purchase.
- Material may be accepted for credit/repair or replacement based on the prior evaluation by our supplier.
- Credit will not be allowed when the product can be repaired.

Incorrect Item:

- Please contact us within 24hours of receiving your order, cases reported after this timeframe may not be eligible for review.
- We are not responsible for shipping costs if the incorrect products are ordered by a customer.

- We use the original payment method for returning refunds after we receive our product. This process may take up to 5-10 business days.
- Items that are not in resalable condition may not be eligible for refund.

Privacy Policy

We value your privacy and embrace our responsibility in handling your personal information securely. Under no circumstances at any time will your private information be given to anyone or used for anything other than processing orders. All personal information is handled by an authorised company employee.

Our shopping cart and ordering system is equipped with a dedicated SSL certificate controlled checkout process that ensures your private information is encrypted and secure. If at any time you are uncomfortable entering this information online, feel free to give us a call and we will be happy to take the order over the phone.

Shipping Policy

- We offer free shipping for selected products with minimum purchase requirements. Products must be purchased at the designated prices associated with the geographical location in order to qualify for free shipping. Shipping charges may apply to large/overweight items and remote areas.
- We provide delivery to GTA and surrounding areas for free, for orders over minimum purchasing requirement. Shipping charges may apply to large/overweight items. For smaller orders, a delivery fee will apply. Please note that delivery times can vary depending on the number of orders we are processing. Please call us to place your order and confirm the delivery times. Our goal is to deliver the products as soon as possible.
- If you try to cancel the order, you can cancel before the products have been shipped. If the shipment already goes, unfortunately the cancellation request will not be considered.
- The cost of shipping will depend on your delivery address.
- You will receive an email when the order has been processed, this will include the tracking number for your order, your courier and a trackable link. If you track your order immediately after receiving your email you may receive an error message, please wait for a few hours and try again for your tracking details to generate online.
- If you have made an error in your shipping address please let us know as soon as possible via email address or by Phone. Please also include your order number and the correct address. Please note that in case the new address is not eligible for free shipping, customer agrees to pay for the shipping charges or cover the difference in shipping charges.
- If your order has already shipped, and you have your tracking details we would also recommend you to contact your courier to advise them of the address update. We will try our best to make any updates to your address, however depending on the status of your shipment it may not be possible.