



SHIPPING POLICY

USBORNE BOOKS AT HOME CANADA

OWNED BY RIVERWOOD PUBLISHING LTD.



Last updated: June 6, 2021

ORDER PROCESSING:

Successfully placed orders will receive an email confirmation, with an invoice and order details. If you do not receive this email, please check your junk/spam folder, or contact your Consultant for confirmation.

All orders are processed within 3-5 business days (excluding weekends and holidays) after an order is submitted. Purchasers will receive a second email notification when their order has shipped. **Once an order has shipped it cannot be edited, adjusted, or cancelled.**

SHIPPING:

Usborne Books at Home Canada ships from a third party warehouse in Georgetown, Ontario. Once an order is processed, delivery time is 2 to 3 weeks or less. This can vary by season & by geographical location. **Please note that only Canadian addresses are permitted.**

Please review & ensure that your address has been entered correctly. Usborne Books at Home Canada is not responsible for non-delivery due to an incorrect address provided by purchaser.

Refusal of a package and the resulting Return to Sender will incur an additional shipping charge and \$20 restocking fee, both of which are the responsibility of the original purchaser. Please be sure to take strategic action to prevent porch piracy and theft. For a detailed list of actions that can be taken, please contact your Consultant. Any theft or damage that occurs once a package is delivered is not the responsibility of Usborne Books at Home Canada.

COURIERS:

Usborne Books at Home Canada and our third party warehouse use Canpar Express as our primary courier. The only exception being rural routes & PO Boxes, which are only deliverable by Canada Post. Either option is available to Usborne Books at Home Canada's customers.

