



USBORNE BOOKS
AT HOME CANADA
owned by Riverwood Publishers Ltd

SHIPPING POLICY

USBORNE BOOKS AT HOME CANADA
OWNED BY RIVERWOOD PUBLISHING LTD.

ORDER PROCESSING:

Once an order is successfully placed, an email confirmation with an invoice and order details will be sent. If you do not receive this email, please first check your junk/spam folders and then contact your Consultant for more information.

Orders are processed within 3-5 business days (excluding weekends and holidays) after they are 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 you can expect a delivery time of up to 2-3 weeks based on proximity to the warehouse, weather, season, and some factors beyond control. **Usborne Books at Home Canada only ships to Canadian addresses.**

Please review & ensure that your address has been entered correctly. This includes the correct apartment & buzzer number. Usborne Books at Home Canada is not responsible for non-delivery due to an incorrect or insufficient address.

Refusal of a package and/or a Return to Sender will incur an additional shipping charge equal to the original shipping fee as listed on the order invoice, plus a \$20 restocking fee (where applicable). Return shipping and/or restocking fees are the responsibility of the original purchaser.

THEFT OR DAMAGE FOLLOWING DELIVERY:

As with any expected delivery, it is important to prevent package theft or “porch piracy”. Once a package has been delivered, Usborne Books at Home Canada is no longer responsible for its safety. Follow the provided tracking information closely and arrange for a safe place for your package, if you are not able to immediately accept the package yourself.

COURIERS:

Usborne Books at Home Canada and our third party warehouse use Canpar Express as our primary courier. Some rural routes as well as PO Boxes are not accessible by courier and only deliverable by Canada Post.

To optimize your shipping experience, use your tracking number on your courier’s website:

<https://www.canpar.com/en/tracking/track.htm>

<https://www.canadapost-postescanada.ca/track-reperage/en#/home>

If you did not receive a Shipping Notice with tracking, please reach out to your Consultant.

DELIVERIES TO APARTMENTS OR CONDOS:

Canpar Express will not leave a package in an apartment building, unless the building is secure (ie: has a concierge). An attempt will be made to contact the purchaser using provided information (ie: buzzer number). If no contact is made, Canpar will drop the package at a Smartspot location for pick-up. Should you require a redelivery, a \$10 fee will be issued.

Canada Post delivers to Parcel Lockers within apartment and condo buildings. If no Parcel Locker is on site, Canada Post will attempt to deliver to your door. If no contact is made, a Delivery Card Notice for pickup will be left in the mailbox with information for how to collect the package from the local Post Office.