

## **RETURN POLICY – SHIPPING POLICY**

### ***Return/Exchange:***

#### ***All returns must be sent to:***

ISA  
445 Dutton Drive  
Waterloo, ON  
N2L 4C7

Attn: Robin Detweiller  
RE: CSIA/CSCF Order

Please use your order number as the return number and indicate it on the box, also indicated whether you are returning the item for size exchange or refund.

- All return items must be in new saleable condition and must have all tags and labels attached.
- Please include a copy of your invoice with a brief explanation for the return and your contact information.
- Shipping fees to return the items are your responsibility. No extra shipping fees will be charged to you if we need to send you new items.
- For any shipping errors please contact National Office within 10 days of receipt.

#### ***General Return/Exchange Policy for Defective Items:***

- All returns and exchanges are subject to inspection.
- 30 day warranty.
- Proof of purchase mandatory to warranty consideration.
- Some items can be returned for repair within the warranty:

-Clothing items with defective zippers  
-Goggles with defective straps or lenses

Warranty coverage does not apply to items that are or have been:

-Damaged due to normal wear and tear  
-Abused  
-Mis-used  
-Crashed or involved in an accident

Please contact National Office for any defective items.

#### ***Cheque Payment:***

- Please make cheque payable to the association (CSIA, CSCF, CASI) you are ordering from.
- Write your member number on the back of the cheque.

*USA/International Orders:*

- Payment must be made by credit card or money orders in Canadian Currency.
- Foreign currency cheques or money orders will be returned.
- For US and International shipping fees, please verify on our website
- Shipping times indicated are approximate based on the shipping service selected. Some US/International orders can be held up in customs and take longer than expected.
- In the case of a lost shipment, an investigation will be opened with the shipping company used, and once they have confirmed the package as lost the order will be refunded.

Please note that the minimum shipping option for your location must be selected. Any orders placed using the International Ski Pro magazine \$0 shipping option that are not for the magazine only will be automatically upgraded to minimum shipping cost for your location.