

SHIPPING

GENERAL INFORMATION

HOURS OF OPERATIONS: We ship Monday to Friday 8:30 a.m. to 4:30 p.m. (EST), excluding Canadian Statutory Holidays.

SHIPPING CARRIER: Shipping is provided via Canada Post ground/surface delivery services.

ORDER PROCESSING TIME: On average, we ship orders within 2 - 3 business days once your order is placed. Processing times increase during high volume promotions and seasons, your patience is appreciated.

TRACKING: All orders receive automatic package tracking, provided via email to the address used at checkout.

INTERNATIONAL ORDERS: At this time, we do not ship internationally.

ADDRESS ERRORS: Address errors entered at checkout by the customer resulting in a lost/missing package are the responsibility of the customer. Any additional shipping costs to re-ship an order will be the responsibility of the customer.

FREE SHIPPING

Free shipping is automatically applied at checkout when you spend over \$99 CAD before taxes.

ADDITIONS OR CANCELLATIONS

If you have forgotten to add something to your order or you wish to change it, please email us within 24 hours: info@rrselfcare.ca

Once an order has been processed for shipping, changes will not be permitted.

R&R Self-Care reserves the right to not ship and cancel an order, for any reason, at our discretion.

RETURNS

We do not accept returns of our products due to the environmental impact of reverse shipping and sanitary reasons.

Have a problem? We'll make it right. Email us at: info@rrselfcare.ca with your order number, details of the issue, and picture attachments. All requests will be handled on a case-by-case basis.

We strongly encourage you to read our product descriptions and ingredients thoroughly. If you have any questions, please email us and we'd be more than happy to answer any questions you might have.

INCORRECT, DAMAGED OR LOST GOODS

If we shipped the wrong item to you by mistake, we'll make it right! Please contact us within 5 business days of receipt at: info@rrselfcare.ca.

We know accidents can happen. If any of your products arrive damaged, email us within 5 days of receiving your order at: info@rrselfcare.ca. Please include your order number and pictures of the exterior shipping box as well as the damaged products. That is the information required to open a claim with Canada Post.