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We use a variety of carriers, including USPS and DHL. Because the weight computed on the website may differ from the actual product weight owing to packaging material, shipping rates inside Canada may differ from the amount indicated by the automatic shipping calculator. Should you be interested to pick up the packages with your own courier, arrangements need to be made by Farachem Solutions Inc. It will be arranged once the payment of the order is received in full and the material is available to pickup with respect to the lead time. Please call at +16478776665 or ez@farachem.com to make the arrangements.

When using your courier, we reserve the right to add a signature upon delivery requirement to all shipments. Although we are constantly increasing our stock inventories, it may happen that an item runs out-of-stock (with respect to lead times on the product pages) and goes on back order. Once the order is received, please check the enclosed packing slip against the actual shipment. Any discrepancies or wrong items must be reported within 3 business days after receiving the order. Also, please keep the packing slip as we may request a copy of it in order to double-check the packed items with our own list we have on file. Items are typically checked off on the packing slip and the packing slip is signed by the packer. Any missing/damaged items or wrong items must be reported within 3 days after receiving the order. All sales are final after five days.

# **Return Policy**

All sales are final. We cannot accept any returns nor issue any refunds.

## **Payments**

We offer various payment options including Visa and Stripe. For amounts above \$2000, please follow the directions to pay via money transfer/Interac e-transfer (ez@farachem.com)/Wire transfer or to our CIBC bank account. We reserve the right to decline payment for certain orders and require bank wire transfer instead.

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