



## Shipping Policy for Web Store

### Domestic Shipping (Canada)

We are pleased to offer the following shipping options for our valued customers within Canada:

**Free Shipping:** Free Standard Shipping on all orders over \$100.00 CAD with a transit time of 3 to 9 business days.

**Standard Shipping:** For orders under \$100.00 CAD Standard shipping is \$13.00 with a transit time of 3 to 9 business days.

(Please note shipping and fulfillment times vary depending on the product, orders are generally processed and fulfilled within 1-3 business days.)

### United States (US Cross-Border)

For our valued customers across the border, we provide the following:

**Standard Shipping:** Standard US Shipping is \$15.00 USD arriving within 4 to 8 business days.

### International

For our global customers, we provide international shipping services to a wide range of countries. Please refer to the checkout process for specific shipping rates and estimated delivery times to your destination.

Please note: Shipping times are estimated and commence from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

For any further inquiries regarding shipping, please contact our customer service team at [marketing@wildrosecollege.com](mailto:marketing@wildrosecollege.com), please add your order number to the subject line.

### Returns

Any claims for misprinted/damaged/defective items must be submitted within 30 days after receiving the product. Please send images of misprinted/damaged/defective items to [marketing@wildrosecollege.com](mailto:marketing@wildrosecollege.com).

For packages lost in transit, all claims must be submitted no more than 30 days after the estimated delivery date.



Canada Return Address:

Unit 3, 3500 Laird Rd, Mississauga, ON L5L 5Y4 Canada.

US Return Address:

11201 Ed Brown Rd, Charlotte, North Carolina, 28273. USA

\*Please note these return addresses are to be used only for product returns from the Wild Rose College Web store. [store.wildrosecollege.com](https://store.wildrosecollege.com)

**Order Cancelation**

Orders can only be canceled if they have not been fulfilled. If you need to cancel an order please do so within 30 minutes of placing your order.

**Shipping Policy for Printed Manuals**

Thank you for choosing our printed manuals. Please review our shipping policy to ensure a smooth and satisfactory experience.

**Domestic Shipping (Canada and US):**

We offer a flat rate of \$10 for shipping within Canada and \$15 for shipping within the United States. Please note that we do not currently accept international orders.

**Order Processing and Shipping Time:**

- All printed manuals are produced on-demand, ensuring the highest quality.
- The production process typically takes 2-3 business days before your order is ready to be shipped.
- Once your order is ready, it will be shipped promptly.
- Orders are sent to the printers every Monday and Thursday, this may vary during sale periods.
- Please allow up to two weeks for your order to be delivered.

**Tracking Information:**

- Staples, our trusted shipping partner, will provide a tracking number as soon as your order is dispatched.
- You can use the tracking number to monitor the status and location of your shipment.

**Refund Policy:**

- Printed manuals are non-refundable. Each manual is printed on-demand, tailored to your specific order, and therefore cannot be returned or refunded.



**WILD ROSE**  
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✉ [info@wildrosecollege.com](mailto:info@wildrosecollege.com) ☎ 1-888-WLD-ROSE (953-7673) 🌐 [wildrosecollege.com](http://wildrosecollege.com)

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- If you receive a damaged or defective manual, please contact our Student Services team within 7 days of receiving your order. We will assess the issue and provide assistance accordingly.

### **Address Accuracy:**

- It is the customer's responsibility to provide accurate shipping information. Please double-check your shipping address during the checkout process to avoid any delays or issues with the delivery of your order.
- Our printing company ships with FedEx and is unable to deliver to P.O boxes. You must provide us with a civic address.

### **Contact Information:**

If you have any questions or concerns regarding your order or our shipping policy, please contact our Student Services team at [info@wildrosecollege.com](mailto:info@wildrosecollege.com).

Thank you for choosing our printed manuals. We appreciate your business and strive to provide you with a seamless ordering and shipping experience.