

NAIG SHIPPING & RETURNS POLICY

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS WEB SITE. YOUR USE OF THIS WEB SITE CONFIRMS YOUR UNCONDITIONAL ACCEPTANCE OF THE FOLLOWING TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, DO NOT USE THIS WEB SITE.

SHIPPING

- 1.** All prices quoted on the page are in Canadian Dollars (“CAD”) and does not include any applicable fees, charges, taxes or shipping costs. For international customers, the final prices will be converted to CAD, based on current day’s exchange rate.
- 2.** NAIG charges a flat rate of \$10.00 for domestic shipping, within Canada, and a flat rate of \$20.00 for shipping within the continental USA.
- 3.** For other international or overseas orders, you can choose to get your order shipped via ground shipping (usually takes 8 to 10 weeks) or by air (about 1 week at checkout time). Due to supplier restrictions, we may be unable to ship certain products or brands across international boundaries.
- 4.** For shipping within the continental USA or other international destinations, your packages may be subject to the customs fees and import duties of the country to which you have your order shipped. Any customs or duty charges are always the responsibility of the customer.
- 5.** Orders received on a Friday will usually be sent out the following Monday. Our estimated shipping dates are based on several factors, including the destination address, the shipping options, how quickly we can obtain and assemble items for shipment, holidays, etc.
- 6.** In certain situations, an item may be unavailable due to an inventory discrepancy or another factor. In such cases we will contact you immediately via email or telephone.
- 7.** The checkout process and the information you enter during checkout is protected by a secure server: GEO TRUST, Rapid SSL Certificate.
- 8.** We accept the following methods of payment: AMEX, VISA, or MasterCard. To process your payment, the billing address information entered during checkout must match the information that your credit card provider has on file.
- 9.** When you submit an order through our online store, your credit card will be authorized for the total cost of the ordered item(s), plus applicable taxes, shipping and handling costs.
- 10.** Prices are subject to change without notice.

RETURNS

- 11.** Regina 2014 NAIG is proud of the merchandise it sells and wants you to be completely satisfied with your purchase. The following terms and conditions apply to all returns:
 - Refunds or exchanges will only be offered on goods returned in their original condition and in their original packaging, within 14 days of purchase.
 - For hygienic reasons, we cannot accept returns or exchanges on products that have been used or washed.
 - All clearance merchandise items, reduced by 50% or more cannot be returned or exchanged and are considered a final sale.

12. The following is the procedure for all returns or exchanges:

- Please do not send your merchandise back to the manufacturer.
- All internet returns and exchanges must be pre-authorized, unless returned to or exchanged, in person, at one of our stores. Please email your request to info@regina2014naig.com or phone 306-352-6244.
- After receiving your authorization number, please return your parcel via Canada Post or the US postal service.
- No refund/credit will be given for shipping and handling charges. It is the customer's responsibility to pay for all the return shipping and handling and/or insurance costs.
- Once your return is received and inspected, your refund will be processed and a credit will be automatically applied, in the same form of payment originally used for purchase, usually within 10 business days after processing the return.

DISCLAIMER

13. Your use of this site is at your risk. The information, materials and services provided on or through this web site are provided "as is" without any warranties of any kind including warranties of merchantability, fitness for a particular purpose, or non-infringement of intellectual property. NAIG does not warrant the accuracy or completeness of the information, materials or services provided on or through this web site. The services provided on or through this web site may be out of date, and NAIG does not make any commitment or assume any duty to update such information, materials or services. The foregoing exclusions of implied warranties do not apply to the extent prohibited by law. Please refer to your local laws for any such prohibitions.

LIMITATIONS OF LIABILITY

14. NAIG does not assume any responsibility, or will be liable, for any damages to, or any viruses that may infect, your computer, telecommunication equipment, or other property caused by or arising from your access to, use of, or browsing this web site, or your downloading of any information or materials from this web site. In no event will NAIG or any of their respective officers, directors, employees, shareholders, affiliates, agents, successors or assigns, nor any party involved in the creation, production or transmission of this web site, be liable to you or anyone else for any indirect, special, punitive, incidental or consequential damages (including, without limitation, those resulting from lost profits, lost data or business interruption) arising out of the use, inability to use, or the results of use of this web site, any web sites linked to this web site, or the materials, information or services contained on any or all such web sites, whether based on warranty, contract, tort or any other legal theory and whether or not advised of the possibility of such damages. The foregoing limitations of liability do not apply to the extent prohibited by law. Please refer to your local laws for any such prohibitions.

Your feedback is important to us and will help us improve our products and services. You may email us at eflamont@regina2014naig.com; tdustyhorn@regina2014naig.com; or write to us at:



Regina 2014 North American Indigenous Games/Jeux Autochtones de l'Amérique du Nord

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