

Consumer Shipping & Return Policy

Main Shipping Terms

- All orders require 2-5 business days of processing time unless otherwise noted on the product page.
- Free shipping on orders of \$125.00 CAD or more (before taxes and shipping) in Canada excluding remote & difficult to serve locations (more information in sidebar)
- Orders below \$125.00 are subject to a \$15.00 shipping fee.
- Free shipping on US orders of \$150.00 or more (before taxes and shipping)
- Orders below \$150.00 are subject to a \$25.00 shipping fee.

Shipping fees are subject to change. Orders may qualify for additional shipping charges depending on the size and bulk of the order. Customers will always be contacted before any such charge is added.



ORDER **Process 2-5 days** **READY TO SHIP**  **SHIPPING 2 – 3 DAYS**



ORDER **Process 2-5 days** **READY TO SHIP**  **SHIPPING 1 WEEKS**



- Processing will take 2-5 Business Days
- Shipping to the USA may take between 2-3 weeks*
- Please used "Estimate Delivery" Below for an estimate of your delivery time

Shipping Method Estimated Delivery Time

*Orders typically take up to 5 business days to be packaged and shipped from our facility. Please note that the shipping times are estimates based on the date the package leaves our warehouse, not from when you make the order. Days are measured in business days, not including weekends or holidays.

Difficult To Serve Locations

These are certain locations which may incur additional delivery time and may be less frequently served by our delivery partners. You will be notified on the additional charges before the time of shipping. "Difficult to serve locations" are those with postal codes beginning in A0, X0 and Y0 which are not considered an "Air Stage Location" by Canada Post. If, you are shipping to a postal code beginning in A0, X0 and Y0 which is confirmed to be a remote or "Air Stage Location" (see below for full list of remote postal codes), then your order will be subject to remote locations shipping charges, as outlined below.

* Orders may qualify for additional shipping charges depending on the size and bulk of the order. Customers will always be contacted before any such charge is added. We are currently unable to accept returns from these select locations. If you have a problem with your order, please respond to any of your order update emails or contact us at info@companionpetproducts.ca. Our Customer Care team will be happy to help!

Remote Locations excluded from Free Shipping*

Most remote locations are locations that Canada Post refers to as "Air Stage Locations" - locations where mail must be airlifted more than 6 months of the year. Click here for a [full list of postal codes](#) ineligible for free economy shipping*. True Companion charges the following shipping charges on orders to remote locations:

- \$50.00 shipping for orders under \$200.00

* Orders may qualify for additional shipping charges depending on the size and bulk of the order. Customers will always be contacted before any such charge is added. We are currently unable to accept returns from these select locations. If you have a problem with your order, please respond to any of your order update emails or contact us at info@companionpetproducts.ca. Our customer care team will be happy to help!

Processing Time

All orders require 2-5 business days of processing time to be picked, packed and prepared for shipping, unless otherwise noted on the product page of the item(s) you've ordered. Shipping time quoted in checkout does not include processing time.

Shipping

Companion Pet provides Express Shipping from Canada Post. Please note that Express Shipping, your order will be subject to 2-5 business days of processing time in our plant before it ships, unless otherwise noted on the product page.

Express Shipping

Express Shipping is available to orders shipping in Canada (excluding remote & difficult to serve locations) that is provided by our shipping partners. After leaving our warehouse, our shipping partners will prioritize your package and work to deliver it as quickly as possible.

Returns

Our goal at Companion Pet is to ensure that you are totally satisfied with your shopping experience and the quality of our products you are purchasing. We accept returns of unopened products up to 60 days after the date of purchase. If you would like to make a return request, please email info@companionpetproducts.ca with your order number (as quoted in the subject line of your "Order Update" emails), the item(s) that you would like to return, and the reason for the return. One of our friendly Customer Care team members will reach out to you as soon as possible with the next steps!

Opened or used products please contact us at info@companionpetproducts.ca for the reason of the return and to arrange a credit, return or replacement if approved. One of our friendly Customer Care team members will reach out to you as soon as possible with the next steps!

We are currently unable to accept returns from US locations.

1.855.260.5024