



Payment/Shipping Policy Information

Thank you for visiting and purchasing on our website.

Payment Policy – Accepted Methods of Payment Credit Card (Visa or MasterCard)

Credit Card Charges – Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded immediately.

For Cheque/Money Order Sales Please Call or Send Your Information to Address Below

Shipping Policy Turnaround

All orders are shipped within 48 hours of Monday – Friday 8am – 5pm and there is free shipping on orders over \$500.00. (Except Batec, Benoit Systemes, Tek RMD, etc) Some remote areas may have a shipping surcharge noted. We are not able to ship to PO boxes and business locations are preferred.

Carries – We may use the following carriers to deliver our orders: FEDEX, UPS, CanPar, Canada Post, DHL, Purolator, Dicom, Freigthera

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders may not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight (real or volume) of your products, and your location. Before the final checkout page, you will be shown what cost of shipping will be, and you will have a chance to accept that or not place your order. If that occurs, we would be pleased to receive a phone call to discuss same at 416-661-4499 (or toll free at 866-827-4548).

Back Orders

If an item goes back order, we will ship the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

Contact Us

If you have any questions on how to return your item to us, please contact us.