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Choice of Law and Forum

20. This Agreement shall be governed solely by and construed in accordance with the laws of the Province of British Columbia, excluding its conflict of law rules. You expressly and irrevocably consent and agree to submit to the exclusive jurisdiction and venue of the courts in the Province of British Columbia in all disputes arising out of or relating to the use of the Website. YOU HEREBY WAIVE ANY RIGHT TO COMMENCE OR PARTICIPATE IN ANY CLASS ACTION AGAINST CRESCENDO OR ITS AFFILIATES OR ANY THIRD PARTY RELATING TO THE WEBSITE, THESE TERMS AND CONDITIONS OR ANY RELATED MATTER.

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Termination

22. CRESCENDO reserves the right, in its sole discretion, to terminate your access to all or part of the Website, with or without notice and with or without cause.

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For products that are in stock, we ship within 24-72 hours from the time you place your order. Shipping delays may be incurred during various holidays as well as for multiple orders. We will contact you via email or phone if we foresee any shipping delays with your order. Please note our Holiday Shipping Rules: We do not offer Express Shipping on Holiday Items. Due to the Holiday rush, we cannot guarantee a specific delivery day. We will do our best. Your orders are delivered in the order in which they are received. Our preferred carrier is the Canada Postal Service. Most packages arrive at their destination in 1-5 business days. Prices will vary based on distance and weight of the package Penalty fees for incorrect addresses will be charged. There is a \$5.00 handling fee per order, no matter how big your order is. The shipping and handling charge is not refundable. Please allow the appropriate amount of time for the delivery of your order. **WE WILL NOT GUARANTEE OR REFUND ANY PACKAGES DAMAGED OR DELAYED IN DELIVERY DUE TO THE RECIPIENT NOT BEING HOME OR CONDITIONS BEYOND OUR CONTROL.** These factors may include, but are not limited to: weather, traffic delays, mechanical error, strikes, or inaccurate shipping information. Please make sure you double check your delivery information before checkout. We cannot guarantee transit times with any carriers.

Shipping Timeframes

- **Standard Shipping:** Our standard method of shipping is Canada post shipping. You may expect to receive your order within 3-8 business days from the date of shipment.
- **International Shipping:** Currently, we do not ship to International or U.S.

If Your Order Does Not Arrive On Time

If your order does not arrive within the specified delivery timeframe please let us know.

Tracking information is provided via email for most orders. On occasion, orders may become lost in transit, delivered to the wrong address, or consigned to a person other than yourself. This may include a family member, neighbor, co-worker, or property manager. Packages may also be left at your front door, garage, or in a location hidden from plain view. If for some reason, your delivery has not been received within the specified timeframe and cannot be located with the tracking information provided, please [contact us](#).

If you have not received your order within 15 business days and your order was not an "exception" order, please send us an email at info@crecendocanada.com

Refund Policy

Returns

Not happy with your purchase? Our goal here at CRESCENDO is to ensure that you are totally satisfied with your shopping experience. We accept returns of unopened products up to 20 days after the date of purchase.

Unfortunately, we cannot accept returns for products which are returned more than 20 days after you purchase them. We also cannot accept opened or used products.

We here at CRESCENDO want to make sure that your shopping experience is enjoyable. If you have any questions please feel free to contact one of our trained customer service staff. Many issues can be resolved in just a single phone call. Our number is 1-250-837-6552.