

## SHIPPING, PICK UP & RETURNS

### SHIPPING

Free shipping applies only within Canada and through Canada Post for orders over \$200 CAD.

Standard shipping time will be a minimum of 10 business days for your order to arrive. Please allow up to 5 business days for your order to be fulfilled at Grand Central Consignment. You will receive a tracking number once the order is shipped. Please refer to your tracking information for delivery updates. Once we have packaged and shipped your purchase, we are not responsible for damage or loss of your package. If you have not received an update from Grand Central Consignment within 10 days from submitting your order, or you have any inquiries about your order, please email us at [grandcentralconsignment@shaw.ca](mailto:grandcentralconsignment@shaw.ca).

### US SHIPPING

US Orders are shipped via Canada Post or UPS/FedEx and are subject to the receiving country's import fees, duty, taxes and/or brokerage fees. Funds are due upon receipt in accordance with your local import and postal regulations. **Grand Central Consignment is not accountable if any duty/import/taxes/customs charges you may incur.**

### PICK UP

Both in-store and curbside pick ups are available anytime during shop operation hours. **Please check online as shop hours may vary due to COVID and Public/Statutory Holidays.** Orders not picked up within one month of purchase date become the property of Grand Central Consignment.

### RETURNS & EXCHANGES:

**All items are FINAL SALE, non-refundable and non-exchangeable and this applies to both in- store or online purchases.** Please double check the items condition both in the product description and photos prior to purchase. For luxury brand name labels of purses/ shoes and accessories, Grand Central Consignment will not guarantee authenticity of item. Any purchases will be deemed made at the discretion of the purchaser (applies to both online and in-store customers) as there is no guarantee of authenticity. For order cancellations and shipping address changes, you must contact us via email at [grandcentralconsignment@shaw.ca](mailto:grandcentralconsignment@shaw.ca) within 12 business hours following payment. Once the shipping process has started, it can no longer be canceled.

### LOST AND DAMAGED ITEMS:

Grand Central Consignment is not liable for damages incurred during transit. Goods damaged in transit are the responsibility of the shipping provider (Canada Post or other shipping company). Grand Central Consignment does not assume any responsibility for lost or damaged packages.