



TERMS & CONDITIONS

//Payment Terms

All orders are shipped prepaid by credit card or money order sent in. We do not offer COD for retail transactions. VISA or MasterCard are also accepted with CVC number on file. We do not accept terms as a method of payment. If a cheque is accepted, it must be current dated. Any cheques that return NSF, the customer will be charged the bank penalty and customer will have to pay immediately in cash or credit card. All stocked orders are shipped within 2 working days (see 'shipping').

All prices are in CAD. Please refer to our latest published price list to confirm pricing or contact our sales agents at 1-888-775-7766.

Please ensure that the billing address on file with the credit card issuing bank is the same address you enter when ordering.

//Freight Charges

Freight is based on volumetric weight which is estimated to be around 10% - 25% of value of goods. The heavier the shipment, the percentage will be less. Rate quotes are available. We use Purolator, Greyhound and UPS. We have managed to get preferential rates and we charge this rate plus packaging to minimise your freight cost. Rates are subject to change without notice.

//Shipping

We have an aggressive ordering system that will minimize delays. All stocked orders are shipped within 2 working days. If we get your order prior 1PM PST and it is in stock, we will make every effort to ship it out the same day. If your order is post 1PM PST, it will be shipped out the next working day. We ship across Canada and shipping can take 1 - 7 days depending in what Province you reside.

//Sales Tax

All online retailers must collect sales tax from customers having goods delivered into provinces in which the company is conducting business. All merchandise is subject to Sales Tax. Clothing and shoes may be Province exempt only for persons under the age of 14 or unless a provincial tax number is provided. All Sales Tax is dependant on your Province's Tax Rates.

//Pricing

We at Bushido will always strive to source the best possible pricing without compromising quality and competitiveness. Pricing has been structured in order so that the business can remain lucrative and offer the best value possible for our customers. We feel uncomfortable by raising our prices and respect the economic pressures of business and we will keep our pricing at the lowest base possible. Our prices will fluctuate over the seasons and we are forced to change our prices from time to time as the following affects us directly: inflation, operating costs, economy, exchange rates, fuel prices, shipping costs, duties and taxes. It would be unfair to expect historic prices or discounts when we are just unable to sustain this. Pricing will be fixed for at least 6 months (2 seasons) unless unforeseen large expenses arise i.e. exchange rate.

//Returns and Claims

If you wish to return a product, please contact us at 1-888-775-7766 for instructions on returning/exchanging your items and obtain a [return authorisation number](#).

Returned merchandise will be accepted only if accompanied by a Returns Authorisation Number from our office and the Invoice receipt.

All Retail returns/exchanges suitable for resale may be returned for exchange, in-house credit or a full refund within 14 days of receipt when accompanied with the invoice. All returns should include your original invoice and packaging and indicate the items you wish to return/exchange and describe the reason for the return. No returns, exchanges and refunds will be granted until Bushido has received the product. Shipping costs are non-refundable and the customer is responsible for additional freight charges.

All Wholesale returns/exchanges suitable for resale may be returned for exchange, in-house credit or a full refund within 30 days of receipt when accompanied with the invoice. All returns should include your original invoice and packaging and indicate the items you wish to return/exchange and describe the reason for the return. No returns, exchanges and refunds will be granted until Bushido has received the product. Shipping costs are non-refundable and the customer is responsible for additional freight charges.

//Defective Merchandise or Short Shipments

If you have received a defective product (e.g. material tear or stitching), short shipment or incorrect product, please contact us at 1-888-775-7766 for instructions on returning/exchanging your items and obtain a return authorisation number. No claims for damaged, short shipment or incorrect product will be allowed unless made within 3 business days after receipt of goods. Bushido will repair or replace damaged merchandise at no charge.

Returns and Exchanges will not be granted for products that have been abused, misused or normal wear and tear. All returns will be exchanged as per the warranty guidelines and within the products warranty period. Please do not expect a refund; unless the product cannot be exchanged.

All returns should include your original invoice and packaging and indicate the items you wish to return/exchange and describe the reason for the return. No returns and exchanges will be granted until Bushido has received the defective product. Shipping costs are non-refundable.

We recommend that you return your items via an insured carrier service as we cannot be responsible for lost packages.

Only exchanges of equal value can be processed for items purchased.

- A note including your name, address, telephone number, original proof of purchase and exchange authorization number must be included in the package.
- Packages received without the appropriate information including an exchange authorization number and proof of purchase will not be processed.

Credit card companies vary in the time it takes for a credit to appear on your monthly statement. Please allow one to two billing cycles for the refund to appear on your statement.

We can only accept products supplied by Bushido Enterprises Ltd.

//Back Orders

If on your order we are short of a product/s we will notify you before shipping. We will try contact you via phone or email. If after 24 hours we cannot contact you we will ship the order less the product/s that we do not have in stock. We suggest, on your order to furnish us with a contact number you will be available at so that we minimise shipping delays. Products not in stock will be placed on a back order and when it arrives, you will be contacted to confirm the back order and shipping.

//Changing or cancelling an order after being placed.

Due to our commitment to process orders quickly, once you have submitted your order for purchase we may be unable to make any changes or cancellations. However, do call in and we may be able to assist you.

//Can you customize my Bushido gear?

We can customise with your own artwork, embroidery and screen printing. Prices will depend on quantity. You will need to supply the art work and allow for a set-up fee. If we have to recreate or prepare your artwork file for print, we charge a nominal rate for graphic design work. We can also customise belts.

//Contact Us

Toll Free Number
1-888-775-7766
Monday thru Saturday 8am-6pm Pacific Standard Time

Head Office / Wholesale
#3 - 9670 - 188 Street
Surrey, BC Canada V4N 3M2
(604) 513.0317
(604) 513.0307 (fax)

Hours of Operation
Monday - Friday 8-4.30 PST
Closed Holidays

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