



Why should I read these Terms & Conditions?

Nobody likes reading the small print but it's important for you to know how we operate. We invite you to read these terms and conditions carefully before using our website.

By accessing or using this website you have agreed to be legally bound by these terms and conditions.

Because we believe in continual improvement, we may change the Lynx Leisure website and update information at any time, without prior notice.

These terms and conditions are governed by and shall be interpreted in accordance with Alberta law.

What does the price include?

Prices are listed in CA\$ and US\$.

Prices do not include taxes. GST is added to all Canadian orders.

Prices do not include delivery.

The price you pay will be the price quoted at the time of your order.

If there is a pricing error, we will inform you of the correct price. You may choose to either proceed with or cancel your order.

How can I make payment?

We accept Visa, MasterCard, American Express, cheques and money orders

We take payment from your credit card at the time we process your order.

We accept payment by cheque made payable to: **Lynx Leisure Inc.** Cheques must be made out for exactly the invoiced amount and must clear the bank before products are sent.

We accept money orders made payable to: **Lynx Leisure Inc.** Money orders must be made out for exactly the invoiced amount.

When accepted, official purchase orders terms are Net 15 days.

How long will it take to get my delivery?

We aim to fulfill all orders within 28 days but usually much sooner. Many products are on our shelves so delivery will be much quicker. Any products not available at the time of your order will be sent as soon as possible.

We will send you the available products and then proceed later with the outstanding products when they arrive from our supplier.

We will advise you of any unavailable products via your email address or by phone.

How do you calculate delivery costs?

We try to minimize the delivery cost by using FedEx Ground Services.

The delivery cost to the US and Canada is 10% of the total value of your order, before tax. There is a minimum delivery charge of CA\$5.00 (US\$ determined by the exchange rate), plus tax. For deliveries to USA there is an additional flat rate customs and brokerage fee of CA\$25.00 (US\$

determined by the exchange rate). Please add this to the shipping & handling costs. We will deliver to any country in the world (where there are no trade embargoes). Outside the USA and Canada we will have to calculate the delivery cost and inform you by email. If the total cost is acceptable to you we will continue with your order.

What if I want faster delivery?

We can deliver your goods by FedEx Express. This is a faster, more expensive delivery service. If you require a faster delivery service then please contact us and discuss your requirements. We will do our very best to meet your time deadlines.

What if I have special delivery instructions?

If you do not want products left at the delivery address in your absence then please advise us in the comments box within the shopping cart. We will do our best to accommodate your wishes. Please advise us in the comments box, within the shopping cart, of any special delivery instructions - (i.e. leave in porch, leave at back door).

If delivery is refused at the address you specified and requested for another date, we may have to charge you for the second delivery.

When do I own the products?

All games and other products supplied by Lynx leisure Inc. remain the property of lynx Leisure Inc. until payment has been made in full.

If boxes look damaged on delivery please inspect the contents before accepting them.

If the contents are damaged or items found missing please contact us by email or phone within 48 hours of receiving the products. We will then arrange replacement products for you.

How can I cancel my order?

With any cancellation, please contact us as soon as possible. We cannot cancel an order once it has entered the shipping process. In the event that the product is shipped, you will be charged for the order. If you wish to cancel your order, contact us ASAP via the details below and quote your order number. Cancelled orders paid for by credit card need to be refunded to the same credit card; you will need to contact us to provide the card details again as no credit card records are kept. The refund transaction is subject to a merchant processing fee of 5% of the total transaction value.

How do I return products?

We will gladly refund or replace any defective item and most non-defective items. Within 10 days of receipt of your order you may return products that meet the following criteria:

- Goods are in their original packaging
- Are not used
- Have original invoice attached
- Are not damaged due to incorrect packaging

We will, however, ask you to pay the cost of returning the products to us if it is a non defective product. This will be deducted from the refund. We will arrange collection by FedEx Ground Services.

Please contact us for a return authorization (RA) number before proceeding.

How long will it take to get my refund?

We process refunds within 30 days. If you have not received your refund within this time please contact us at info@lynxleisure.com.

What if I want to make a complaint to Lynx Leisure?

If you want to complain then we have failed to satisfy your expectations. We take all complaints seriously and always deal with them immediately.

We promise to handle your complaint fairly and competently and will endeavor to resolve all issues within 48 hours.

We want to change a complaint to a future order and encourage you to shop with us again.

Please contact us. @lynxleisure.com

Lynx Leisure Inc is not liable!

All games and other products supplied by Lynx Leisure Inc should be used as per the instructions accompanying them and / or with care and responsibility. A responsible adult should supervise children at all times. Lynx Leisure Inc does not accept any responsibility for injuries or damages to property while using any of its games or products.

What if I have a question that isn't answered here?

Please feel free to contact us directly if you have questions that aren't answered on this website.