

Shopping FAQ

Q Is my personal information safe?

A Yes. We use SSL (Secure Socket Layer) to protect your personal information. We also do not store any account information. We always use industry standard encryption technologies when transferring and receiving any data that you exchange with our site. We employ the same industry-standard Secure Sockets Layer (SSL) technology that is used by major banks and stock brokerage firms to conduct business via the Internet. This encryption procedure "scrambles" the information you send us and makes online transactions extremely safe. Despite what you may have heard, it is not a simple "hack" to intercept your personal info and decode it. Billions of dollars of transactions are conducted via the web every day.

Q Can my "Ship to" address be different than my "Bill to" address?

A Yes. Please note that your billing address must match that on file with your credit card company.

Q How do I check product availability?

A Our online catalogue is maintained daily, and as such, if a product is listed, it is more than likely available. In the event a product you have ordered is not immediately available we will contact you to inform you of the delay and confirm your order status.

Q Do you have any special promotions?

A At select times we advertise special online savings or discounts using a 'coupon code' that you may find in our newspaper or other printed advertising. To redeem your coupon, simply follow the instructions during the checkout by entering your coupon code in the appropriate field. Your total will be re-calculated automatically.

Q When will my order arrive?

A To estimate the latest date your delivery may arrive, look at estimated ship date that is listed in the shipping portion of the checkout. In rare circumstances, your order may not be able to be shipped in the estimated time frame. In that event we will contact you to inform of the delay and discuss other fulfillment options.

Q What are the shipping options?

A Our shipping options are displayed in the shipping portion of the checkout process. In most cases, we offer a variety of regular or expedited shipping options, as well as an option for you to have your order made available for pick-up at our store.

Q What are my payment options?

A You can shop using your MasterCard or VISA. Personal cheques are accepted at our store, provided adequate identification is available.

Q What if I want to shop at your retail location?

A Just check our contact information for the retail location.

Q I have a technical concern with this website. What should I do?

A If you have website related issues, you can contact us by any of the means listed in our contact section.