

Shipping & Delivery Policy

We offer local delivery and Canada-wide courier shipping as convenient options for our customers. Please review the following guidelines before selecting your preferred shipping or delivery method at checkout.

Local Delivery Fees

- Local delivery within Edmonton and eligible surrounding areas is available for a flat fee of \$15.00.
- Orders over \$200.00 before taxes qualify for FREE local delivery.
- Delivery availability depends on your location and our delivery schedule.
- Customers outside our regular delivery area may contact us to discuss alternative arrangements.

Courier Shipping Fees

- We offer Canada-wide courier shipping for a flat fee of \$35.00.
- Orders over \$200.00 before taxes qualify for FREE standard courier shipping.
- Courier shipping times vary depending on destination, weather conditions, and carrier availability.
- Oversized or heavy items may be subject to additional shipping charges.

Order Processing Time

- Standard in-stock items are typically processed within 1–3 business days.
- Custom and special-order items may take 2–3 weeks, depending on supplier availability.
- You will receive a notification by email or text once your order has been shipped or scheduled for delivery.
- Processing times do not include courier transit times.
- Orders are not processed on Wednesdays or Saturdays.

Local Delivery Requirements

- Customers must provide a complete and accurate delivery address at checkout.
- Please include any special delivery instructions when placing your order.
- Someone may be required to be available to receive the order, depending on the products being delivered.
- If delivery cannot be completed due to an incorrect address or unavailable recipient, additional delivery charges may apply.

Oversized & Heavy Items

- Horse feed, large equipment, and oversized products may require special shipping arrangements.
- Additional freight charges may apply, including on orders qualifying for free shipping.
- Customers will be contacted before additional shipping charges are applied.

Shipping & Delivery Delays

- Delivery times are estimates and are not guaranteed.
- Weather conditions, holidays, supplier delays, and courier disruptions may affect delivery times.
- We will notify customers of significant delays whenever possible.

Damaged, Missing or Incorrect Orders

- Please inspect your order upon delivery.
- If your order arrives damaged, incomplete, or incorrect, contact us as soon as possible.
- Include your order number, photographs of any damage, and a description of the issue.
- We will review the situation and work toward an appropriate resolution.

Missed or Refused Deliveries

- Customers are responsible for providing accurate shipping and delivery information.
- Additional charges may apply if an order must be shipped or delivered again due to an incorrect address or missed delivery.
- Original shipping and delivery charges may be non-refundable for refused deliveries, subject to applicable consumer protection laws.
- Custom, perishable, and final-sale items may be subject to additional restrictions, as permitted by law.

Questions About Shipping?

For questions regarding shipping rates, local delivery availability, or an existing order, please contact us.

Ropes & Reins

Phone: (587) 590-8570

Email: ropesandreins2024@gmail.com

Website: www.ropesandreins.ca