



## PICK UP POLICY

We offer local order pick-up as a convenient option for our customers. Please review the following guidelines before selecting pick-up at checkout.

### **Pick-Up Location**

All orders must be picked up at:  
Ropes and Reins  
6307 Elston Gate  
Edmonton, Alberta  
ropesandreins2024@gmail.com

### **Pick-Up Hours**

Pick-ups are available during the following hours:

**Monday–Friday: 10 AM – 5 PM | Saturday: 10 AM – 2 PM | Closed Sunday**

*Note: We do not offer pick-up outside of these hours unless arranged in advance.*

### **Order Processing Time**

- You will receive a **"Ready for Pick-Up"** notification by email or text once your order is complete.
- Standard items are typically ready within **1–3 business days**.
- **Custom orders** may take **2-3 weeks**, depending on production time.
- Please **do not arrive for pick-up before receiving your notification**, as your order may not be ready.

## Pick-Up Requirements

- Bring your **order confirmation or receipt** (digital or printed).
- If someone else is picking up on your behalf, please notify us in advance and ensure they have the confirmation details.

## Holding Period

- Orders must be picked up within **7 days** of notification.
- If you need more time, contact us—we're happy to work with you when possible.
- Unclaimed orders after **7 days** may be returned to inventory or subject to a storage fee (excluding custom items).

## Missed or Refused Pick-Up

- We do not offer refunds for missed or refused pick-up of **custom, perishable, or final sale items**.
- If an order under \$200.00 is not picked up, you will be issued a full refund minus a \$30 administration fee. If the order is over \$200.00, you will be issued an 80% refund due to the cost of the product, and a handling fee will apply.