

Terms and Conditions

1. Introduction

Welcome to SurvivalPro Canada Inc. By accessing or using our website (survivalprocanada.ca) and purchasing our products, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.

2. Acceptance of Terms

By using our website or purchasing our products, you accept these terms and conditions in full. If you disagree with any part of these terms, please do not use our website or services.

3. Product Information and Pricing

- All product descriptions, prices, and availability are subject to change without notice.
- We strive to provide accurate information, but errors may occasionally occur. SurvivalPro Canada Inc. reserves the right to correct any inaccuracies and to change or update information at any time.

4. Ordering and Payment

- By placing an order on our website, you agree to provide accurate and complete information.
- Payment must be made in full at the time of purchase. Accepted payment methods will be displayed on the checkout page.
- Orders are subject to availability, and SurvivalPro Canada Inc. reserves the right to cancel any order for any reason.

5. Shipping and Delivery

- Shipping times and costs are calculated at checkout. We strive to deliver within the estimated timeframe but cannot guarantee exact delivery dates.
- You are responsible for providing an accurate shipping address. SurvivalPro Canada Inc. is not liable for delays or losses caused by incorrect addresses or circumstances beyond our control.

6. Return and Refund Policy

- **Returns:** We accept returns within **thirty days** of purchase, provided the product is unused and in its original packaging.
- **Refunds:** Refunds will be processed once we receive and inspect the returned items. Please allow a few business days for the refund to reflect in your account.
- **Initiating a Return:** To start a return, please contact our customer service team with your order details. We will provide instructions on how to proceed.
- **Non-Refundable Items:** Custom or final sale items are not eligible for returns or refunds.

7. Warranty and Liability Disclaimer

- SurvivalPro Canada Inc. products are intended for survival, emergency preparedness, and outdoor use, but no guarantee of performance is made in extreme or life-threatening situations.
- We are not liable for any injury, loss, or damage resulting from the use or misuse of our products.
- Our products are provided "as is" without warranties of any kind, whether express or implied.

8. Intellectual Property

- All content, images, and materials on the website are the property of SurvivalPro Canada Inc. and protected by copyright and trademark laws. Unauthorized use or reproduction is prohibited.

9. Privacy Policy

At SurvivalPro Canada Inc., we are committed to protecting your privacy. We use reputable partners to ensure the security of your personal data. Our website is hosted by **GoDaddy.com, LLC**, which follows stringent security protocols to safeguard your information. For payments, we utilize **Block, Inc.** to process transactions. Square employs advanced encryption and security measures to protect your financial data during transactions.

We collect only the necessary personal information to fulfill your orders and provide customer service. We do not sell, share, or disclose your information to third parties, except as needed to complete your order (e.g., with shipping providers) or as required by law. For more information on how our partners protect your data, please refer to **GoDaddy.com, LLC** and **Block, Inc.** privacy policies.

10. Indemnity

- You agree to indemnify and hold SurvivalPro Canada Inc. harmless from any claims, damages, losses, or expenses arising from your use of our website or products, or your violation of these terms.

11. Governing Law

- These terms and conditions are governed by the laws of Ontario, Canada. Any disputes arising from the use of our website or products will be resolved in Ontario's courts.

12. Changes to Terms and Conditions

- SurvivalPro Canada Inc. reserves the right to modify these terms and conditions at any time. Changes will be posted on this page, and continued use of the site signifies acceptance of the updated terms.

13. Contact Information

For questions about these Terms and Conditions, please contact us at:

- Email: Contact@survivalprocanada.ca
- Address: PO Box 45531, North York RPO Flemingdon, ON, M3C 3S4