



Return & Refund Policy

Thank you for purchasing from **BCLSguy / Mulder Nursing Inc.** We want you to be satisfied with your purchase. This Return & Refund Policy explains when products purchased from BCLSguy may be returned, exchanged, or refunded.

This policy applies to eligible physical products purchased through BCLSguy. **BCLSguy courses, training services, registrations, and related services are subject to the applicable Terms and Conditions available on bclsGuy.ca.**

Nothing in this policy is intended to limit or exclude any rights you may have under applicable Canadian consumer protection laws.

1. Return Period

Eligible products may be returned within **30 days of delivery**.

After 30 days, we generally cannot accept a return or provide a refund or exchange, except where required by applicable law or where otherwise approved by BCLSguy.

To be eligible for a return:

- The item must be **unused and in the same condition** in which you received it.
- The item must be in its **original packaging**, where applicable.
- The item must be complete and include all original parts, accessories, manuals, and documentation.
- You must provide a **receipt, order number, or other proof of purchase**.

Please **contact us before returning any product**. We will provide return instructions and, where applicable, a return authorization.

Please do not return products directly to the manufacturer unless specifically instructed to do so.

2. Products That Cannot Be Returned

Certain products are not eligible for return because of safety, hygiene, regulatory, or product-specific considerations.

These may include:

- **Defibrillator/AED pads and other time-sensitive medical supplies**
- Opened or used **medical and emergency supplies**
- Used airway equipment
- Used oxygen equipment
- Sanitary or personal-care products
- Hazardous materials
- Flammable liquids or gases
- Manuals, books, magazines, and other literature
- Downloadable software and other digital products
- Gift cards
- Other products that, once opened or used, cannot reasonably be resold because of safety, hygiene, or regulatory considerations



Certain products may also be subject to manufacturer-specific return restrictions.

If you are unsure whether a product is eligible for return, please contact us **before opening or using the product**.

3. Defective, Damaged, or Incorrect Items

If your order arrives **damaged, defective, incomplete, or incorrect**, please contact us as soon as possible.

Where appropriate, we may offer:

- A replacement;
- A repair;
- A refund; or
- Another appropriate remedy.

Please provide photographs or other information about the issue when requested. This helps us assess the problem and, where necessary, make a claim with the carrier or manufacturer.

Do not dispose of or return a damaged product until we provide instructions.

Nothing in this section limits any applicable manufacturer's warranty or your rights under applicable law.

4. Returns Due to Change of Mind

If you simply change your mind about a purchase, an eligible product may be returned within the 30-day return period, provided it meets all return requirements.

Unless the return is due to an error on our part or the product was defective or damaged upon delivery:

- You are responsible for the cost of return shipping.
- Original shipping charges are non-refundable.
- The product must be returned in resalable condition.

We reserve the right to refuse a return that does not meet the requirements of this policy.

5. Refunds

Once your return has been received and inspected, we will notify you by email whether the return has been **approved or rejected**.

If approved, the refund will be issued to the **original method of payment**, unless otherwise agreed.

Refunds are generally processed after the returned product has been received and inspected.

Please allow additional time for your bank, credit-card company, or payment provider to process and post the refund.



6. Missing or Delayed Refunds

If you have not received your refund:

1. Check your bank or credit-card account.
 2. Contact your financial institution or payment provider, as processing times vary.
 3. If you still have not received your refund **within 10 business days after we have confirmed that the refund was processed**, please contact us at mail@bclsguy.ca.
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7. Sale and Clearance Items

Sale and clearance items may be subject to specific return conditions that will be identified at the time of purchase.

Unless otherwise stated, eligible sale items remain subject to this Return & Refund Policy.

Where a product is clearly identified as **final sale**, returns for change of mind will not be accepted, subject to any rights provided under applicable law.

8. Gifts

If an item was purchased as a gift and shipped directly to the recipient, an eligible approved return may be issued as a **gift credit** for the value of the returned product.

If the item was not identified as a gift when purchased, any approved refund will generally be issued to the original purchaser and original method of payment.

9. Exchanges

We will replace a product where it is **defective, damaged upon receipt, or incorrectly supplied**, subject to inspection and availability.

For a change-of-mind return, exchanges may be available at our discretion where the product meets all return requirements.

Please contact us before sending an item back:

Email: mail@bclsguy.ca

Do not ship the item until we have provided return instructions.

Approved returns and exchanges should be sent to:

Mulder Nursing Inc.
84 Aberdeen Road South
Cambridge, Ontario N1S 2X7
Canada



10. Return Shipping

Unless a return is required because of an error on our part or because the product was defective, damaged upon delivery, or otherwise covered by an applicable warranty or consumer protection right, **the customer is responsible for return shipping costs.**

Original shipping charges are generally non-refundable for change-of-mind returns.

We recommend using a **trackable shipping service** and, for higher-value items, considering shipping insurance.

BCLSGuy is not responsible for products lost or damaged while being returned to us when the customer has arranged the return shipping.

11. Manufacturer Warranties

Some products are covered by a manufacturer's warranty.

Where applicable, warranty claims may be handled directly by the manufacturer or through BCLSGuy, depending on the product and circumstances.

A manufacturer's warranty is separate from our voluntary return policy and does not necessarily affect any rights you may have under applicable consumer protection legislation.

12. BCLSGuy Courses and Training

BCLSGuy courses, training registrations, certification courses, and other training services are not governed by the product return provisions of this policy.

Cancellation, transfer, rescheduling, refund, and no-show conditions for courses and training services are governed by the **BCLSGuy Terms and Conditions** applicable to the course or service purchased.

Please review the applicable terms before registering.

13. Contact Us

If you have questions about this Return & Refund Policy, or if you would like to request a return, please contact us:

Mulder Nursing Inc.
84 Aberdeen Road South
Cambridge, Ontario N1S 2X7
Canada

Phone: 1-844-BCLSGUY
Email: mail@bclsguy.ca
Website: bclsguy.ca
