

## McMEL – Online shopping policies – 12-07-2021

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### Orders

For general questions, please email us at: *email address:*

[achatsenlignebuyonline@mcmel.ca](mailto:achatsenlignebuyonline@mcmel.ca)

For questions related to purchases on our website, please email us at: email address:

[achatsenlignebuyonline@mcmel.ca](mailto:achatsenlignebuyonline@mcmel.ca)

### Terms of Use

When you browse this website, you agree to comply with the terms of use below.

Prices displayed on our site are in Canadian dollars, excluding taxes. The invoice amount is payable in full when ordering, in a single payment.

### Disclaimer of Warranty and Liability

M.C.M.E.L. INC. makes no warranty or representation as to the accuracy, quality or completeness of any information displayed on the website. M.C.M.E.L. INC. is in no way liable for any loss or damage resulting, directly or indirectly, from any performance failure, omission, error, interruption of business activities, loss of profits, and loss of data arising from the use of this website.

You are invited to visit this section regularly to keep informed of any updated terms of use of our site. We remind you that when browsing this site, you agree to any modification or revision of these terms of use.

### Delivery Terms and Charges

Orders placed on this site are processed from Monday to Thursday inclusively, and are only available for pickup at our head office at 500 Isidore-Dagenais, Saint-Roch-de-l'Achigan, Quebec J0K 3H0, Canada, **between 9:00 a.m. and 3:00 p.m., Monday to Thursday inclusively.**

Before showing up, you must wait for pickup confirmation **and make an appointment as specified on your packing slip confirmation document** which will be emailed to you when your order is ready to be picked up upon presentation of proof of purchase.

### Terms of Payment

We accept the following payment methods: PayPal, which accepts credit card payments (Mastercard, AMEX, Discover, CUP, Visa), and Visa debit card. You may also pay through your PayPal account (and within this account, pay from your bank account).

## **Returns and Exchanges**

During pickup, the customer will check whether the order received matches the information on the purchase order. No returns or exchanges are accepted. In case of a defective product, M.C.M.E.L. INC. undertakes to exchange or refund it within ten (10) days of the pickup date. The returned product must be in good condition and accompanied by a copy of the invoice.

As for our warranty, see the wording in the FAQ section of our website:

<https://mcmel.ca/en/faq/>

Please email any complaints at *email address to make an appointment for the return or replacement of a defective product.* [achatsenlignebuyonline@mcmel.ca](mailto:achatsenlignebuyonline@mcmel.ca)

## **Privacy and Security**

M.C.M.E.L. INC. fully respects your right to privacy and complies with the laws of Quebec and Canada regarding the protection of personal information.

In the event that you carry out a transaction on this site, we may have to ask you for personal information. This information will be used exclusively by M.C.M.E.L. INC. to contact you, complete a transaction, or provide a service to you as a customer.

M.C.M.E.L. INC. will not disclose any personal information for reasons other than those for which it was collected, except with the site user's consent or as required by law or a proper authority.

Personal information is stored in secure locations as well as on servers controlled by M.C.M.E.L. INC. or their service providers. However, we cannot unfortunately guarantee absolute security against threats in the form of any computer virus or malicious program.

## **Use of Website's Content**

The storage, reproduction, distribution or transfer of the site's content, in whole or in part, in any form whatsoever, without the prior written consent of M.C.M.E.L. INC. are strictly prohibited, unless otherwise specified.

**Orders are only available for pickup at our head office.**