



-RETURN POLICY-

Refund within 30 days: You can return your unused EZ-PAC Truck Tray™ (the “**Product**”) to Sosco Ltd. (“**Sosco**”) within 30 days from the date of purchase.

To process your return, you must notify Sosco by sending an email to customerservice@ezpactrucktray.ca. Upon receipt, Sosco will provide you with a Product Return Authorization Number (PRA #).

In order for the refund to be processed, you must return the Product to Sosco at the address listed below within the **30 days from the date of purchase** and include the following information when you ship the Product:

- a. **Receipt.** Include the receipt inside the shipping box or securely tape the receipt to the outside of the shipping box. Failure to include the receipt will result in our failure to issue a refund.
- b. **PRA #.** The PRA # should be written on/taped to the shipping box.
- c. **Packaging.** Ship the Product in its original, or equivalent, packaging.

You are responsible to pay for your own shipping costs for returning your item. Shipping costs are non-refundable. At Sosco’s discretion, returns may be subject to a restocking fee of \$100.

If the Product arrives at Sosco **within 30 days from the date of purchase**, your refund, less a restocking fee, if applicable, will be processed in the original form of payment within 30 days following our receipt of the Product. Please note that your bank may need extra time to process the refund after receiving the information from Sosco.

Damaged Product:

1. **At Time of Delivery.** If you notice any obvious damage to the Product at the time of delivery, you may refuse delivery so that the Product will be immediately returned to Sosco. If you refuse delivery, please email Sosco at customerservice@ezpactrucktray.ca within 48 hours and provide a brief explanation.
2. **Following Delivery.** If you notice any obvious damage to the Product, or a part thereof, you must notify Sosco within 48 hours following delivery by sending clear photos of the damage and a brief explanation by email to customerservice@ezpactrucktray.ca.

If Sosco determines that the Product, or part thereof, is damaged, our returns department will inform you by email of its determination and provide you with the following items required in order to return the Product (or part) to us:

- a. Product Return Authorization Number (PRA #);
- b. Shipping Label so that you can return the part/Product, or parts thereof back to us free of charge.

In order for the return to be processed, you must return the Product (or part thereof) to Sosco at the address listed below within the 30 days from the date the PRA # is issued and include the following information when you ship the Product:

- d. **Receipt.** Include the receipt inside the shipping box or securely tape the receipt to the outside of the shipping box. Failure to include the receipt will result in our failure to issue a refund.
- e. **PRA #.** The PRA # should be written on/taped to the shipping box.
- f. **Packaging.** Ship the Product in its original, or equivalent, packaging.
- g. **Shipping.** Deliver the Product with the shipping label provided to the appropriate postal depot.

If the Product arrives at Sosco **within the 30 days from the date the PRA # is issued**, the Product will be repaired or replaced, as we determine, and returned to you.

Cancellation Policy:

You may cancel your order, and receive a full refund, if your Product has not shipped. Email customerservice@ezpactrucktray.ca. If your Product has shipped, please refer to our Return and Refund Policy.

Shipping Policy:

Shipping is within Canada only, and excludes Quebec. If you have a PO Box, please contact Sosco at customerservice@ezpactrucktray.ca to discuss options to ship your Product to a depot close to you.

Charge: Shipping charges are based on Canada Post delivery rates or those of the applicable carrier (subject to change).

Carrier: Our primary shipping carrier is Canada Post, however we may use another carrier at our discretion. It typically takes between 3-10 business days to receive your Product depending upon your location within Canada. Remote locations could take additional time.

Please allow a few additional days during the holiday season.

Please note, a signature is required on all deliveries.

All Returns Must Be Sent To:

Sosco Ltd.
c/o Pan-Oston Ltd.
660 Neal Drive
Peterborough, Ontario
K9J 6X7

For any questions, you may also call us at 1-877-748-2924.