



## Payment receipts

Please note that any transactions on this website, including any receipts on your credit card statement will be processed through Edge Promotional Group Inc.

## How long can we expect to receive the shipment?

Most orders are processed and shipped within 1 week. You will be advised if your order is unable to ship within the standard time noted. Orders will ship via Canada Post Expedited Parcel. A tracking number will be provided once the package is prepared for shipping. To track your shipment, please go to [www.canadapost.ca](http://www.canadapost.ca) for the most updated information. Canada Post will hold your shipment for 7 days if it has been held at the depot for pick up.

## Can I make changes to my order?

If you would like to request a change to an order, please contact our customer care department by email [customercare@oe955store.com](mailto:customercare@oe955store.com) and we will do our best to make any changes if the order has not been shipped.

## What is your return policy?

**Your satisfaction is our TOP PRIORITY.**

If for any reason you are not satisfied with your purchase, please contact our customer service department by email at [customercare@oe955store.com](mailto:customercare@oe955store.com). You may exchange/return any unwashed and unworn items with proof of purchase within 14 days of receiving your order. Please contact our customer service department in advance to obtain an RMA number. (Return Merchandise Authorization). This RMA number must be issued for the return transaction to run smoothly.

Please note: Online purchases are unable to be returned to the OE955 office locations.

Once the RMA number has been issued, please include a copy of the form provided to you with the merchandise securely packed. The package must be sent to our processing warehouse by a prepaid insured carrier service.

Send your package to:

EDGE Promotional Group Inc.  
RETURNS Oe955store  
10819-182 St.  
Edmonton, AB. T5S 1J5

## How much is the cost for shipping?

We now offer FREE shipping within Canada on any orders over \$150 before applied taxes. Orders below \$150 will be charged a \$15 flat rate shipping fee.

## What is your privacy policy?

Edge Promotional Group will never provide your information to a third party. Any emails or credit card payments are secure and kept completely confidential.

## Contact Information:

If you have any further questions, please do not hesitate to contact us at [customercare@oe955store.com](mailto:customercare@oe955store.com) or toll free at 1.888.643.EDGE (3343)

