

CityCool policies



Policies

The following policies aim to streamline operations, improve customer satisfaction, and reduce revenue loss by implementing stricter return and price adjustment guidelines, while also enhancing the shipping and return processes.

Coupon applicability typically depends on the terms and conditions set by for that particular coupon.

Coupons have an expiration date, which is the last day they can be used.

- **Expiration date:** Coupons are only valid until the expiration date listed. After this date, they cannot be used.
- **Promotional time frame:** Some coupons are only valid during specific promotional periods. Make sure to check and confirm the dates when assisting customers.
- **One-time usage:** All coupons are strictly limited to one-time use per customer. Once a coupon is redeemed, it cannot be reused for any future orders.
- **Exclusions:** Some products, services, or categories might be excluded from coupon use. Always check the coupon's terms and conditions for specific exclusions.
- **Order receipt:** Coupons can be applied anytime before the customer receives their order. After the order is delivered, coupons cannot be applied retroactively.

Coupons cannot be combined with other offers unless explicitly stated.

Coupons have no cash value and cannot be exchanged for money.

We reserve the right to cancel or modify any coupon or discount offer at any time without prior notice.

Price adjustment policies

- **Eligibility:** Only members who make purchases for personal use are eligible for price adjustments. Items that are bought for resale are excluded unless purchased during valid promotional periods.
- **Purchase window:** Price adjustments are available for purchases that are made within 14 days before a price change. This helps ensure that customers can benefit from recent promotions while minimizing operational strain.
- **No price matching:** We do not price match with other sellers, nor do we match prices between CityCool Warehouse and BlueBees.com.
- **Exclusions:** Bee wax and other specified items are excluded from price adjustments.
- **Discretionary adjustments:** CityCool reserves the right to deny any price adjustment request at its discretion. Additionally, the policy may be subject to future restrictions, which will be communicated at the point of purchase.
- **How to request a price adjustment:** Customers can submit a request by clicking the "Request a Price Adjustment" button online and filling out the necessary form. Approved credits will typically be issued within 5 business days to the original form of payment.

Return policies

- **General return guidelines**
 - **Return window:** Items can be returned within 30 days of purchase with valid proof of purchase for a full refund or exchange. Items returned after 30 days will be assessed on a case-by-case basis.
 - **Return methods:** Items purchased online or through the catalog can be returned by mail or in-store, regardless of the purchase platform.

- Exclusions
 - PayPal purchases: Online orders that are made with PayPal can be returned in-store but will be refunded via gift card.
 - Honey Sunglass purchases: Items that are purchased at Honey Sunglass locations within CityCool retail stores must be returned to those specific locations.
 - International and specific location purchases: Items that are purchased from BlueBees.ca or CityCool stores in Canada must be returned to a Canadian location.
 - Custom orders and altered products: These items, such as Beehive covers must be returned directly to the manufacturer.
- Returns without proof of purchase: Items that are returned without a receipt will be processed at the lowest sale price, with the option for an exchange or a merchandise credit in the form of a gift card. A government-issued photo ID might be required. CityCool reserves the right to limit, or refuse returns without proof of purchase.
- Extended return conditions
 - Non-CityCool brands: These items are covered by manufacturer warranties and must be returned to the manufacturer after 30 days.
 - CityCool branded items: A one-year warranty applies to CityCool brands.

Shipping policy

- Shipping options:
 - In-store pickup: Available for select products from Monday to Saturday. Bring the email confirmation, order number, and legal ID for pickup.
 - Free shipping: Free standard shipping is available on orders over \$75 for subscribers.
- Standard shipping fees: We offer standard shipping at a flat rate of \$12, with an estimated delivery time of 3 business days. Delivery times are provided as estimates and might vary.
- International shipping: Currently, CityCool does not offer international shipping. All deliveries are limited to domestic locations.

