

## **Online Store Policies**

### **General**

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

### **Shipping**

Shipping fees are added to the listed price at checkout.

Please note that we do our best to get your products delivered to you as quickly as possible, however we cannot guarantee that items will arrive at their destination by any specific date. Unless there are exceptional circumstances, we make every effort to fulfill your order within 3 business days of the date of your order. Please note we do not ship on Saturday, Sundays or on statutory holidays.

Items offered on our website are only available for shipping to addresses in Canada. Any shipments outside of Canada are not available at this time.

All items are shipped as a Canada Post Expedited Parcel™ and will arrive within 7 days of shipment.

If there is any damage to the packaging on delivery, please write to the TSO Store Manager immediately at [contactus@TSO.CA](mailto:contactus@TSO.CA).

### **Returns & Exchanges**

At this time, we do not accept returns or exchanges unless the item you purchased is defective.

If you receive a defective item, please write to the TSO Store Manager [contactus@TSO.CA](mailto:contactus@TSO.CA) with details of the product and the defect.

You can send the item you consider defective to:

Attn: Toronto Symphony Orchestra - TSO Store  
600-212 King Street West  
Toronto, ON M5H 1K5

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a refund or a replacement as a result of the defect. If you are entitled to a replacement or refund, we will replace the product or refund the purchase price, using the original method of payment.



## Questions or Concerns

Please send all questions, comments and feedback to the TSO Store Manager at [contactus@TSO.CA](mailto:contactus@TSO.CA).