

The Fine Print

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As we continue to develop our web site and take advantage of technologies to improve the services we provide, these conditions may change. We, therefore, encourage you to refer to these conditions on an ongoing basis so that you understand our current policies.

General:

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Your Personal Information: What we collect and how we use it.

Residence Linens is committed to keeping your personal information confidential. Below are details about the information we collect, when we collect it and how we use it:

- When you place an order with residencelinens.com we collect your name, email, address, and telephone number: the information we require to send an order confirmation by email and make a delivery by courier. This information will not be sold or given away. We do not send unsolicited email. In the event of a criminal investigation, relevant data may be provided to Law Enforcement Agencies at the discretion of the shop owner.
- Credit Card processing is handled by [Moneris](#), a joint venture of RBC (The Royal Bank of Canada) and the Bank of Montreal. Residence Linens neither collects nor stores credit card information.
- We monitor general site use and traffic patterns to improve our web site and the products and services we offer, including time of visit, pages requested, browser identification string, and IP (Internet Protocol) address.

Security:

Residence Linens takes all reasonable precautions to protect your data. If you are still not comfortable by telephone to 1-800-3523404

Warranty and Returns: The Residence Linens Guarantee

We stand behind and guarantee the products we sell. If you are dissatisfied with your purchase, we will give a full-value refund or exchange, when the goods are returned to us within 30 days in as-new condition.

If you have any questions about our guarantee, please, [email us](#) or telephone 1-800-352-3404

Returns and Exchanges:

Residence Linens takes pride in their products and service. If you have any questions or concerns, please don't hesitate to contact us. Orders may be returned for a refund less a \$50.00 administration fee. Returning all orders is at the customers expense.

Before returning goods, please ensure the following:

- The original validated receipt must be returned with the products. Refunds will be credited to the original credit card number used.
- We recommend that packages be sent using a traceable shipping method, such as Purolator or Priority Post. We will not accept responsibility for items lost while being returned to us.
- We cannot accept COD's.

Original shipping charges will not be refunded, unless the return is due to an error in the processing or shipping by Residence Linens or the product is defective.

Please send returns to:
Residence Linens

70 Bethridge Road, Unit 4
Etobicoke, Ontario M9w 1N1.

Comments, Feedback and Other Submissions:

We welcome your comments and feedback regarding our Site, our products and our services. We do not accept confidential or proprietary information. Accordingly all comments, feedback, ideas, suggestions, materials, information and other submissions disclosed, submitted or offered to Residence Linens using this Site or otherwise (collectively, "Comments") are not confidential and will become and remain the property of Residence Linens. Comments will constitute an assignment to Residence Linens of all worldwide rights, titles and interests and goodwill in the Comments without payment of any compensation. Comments submitted by you must not violate any right of any third party, and must not contain any libelous, abusive, obscene or otherwise unlawful material.

Product Information:

The products displayed on the Site can be ordered and delivered only within Canada. The prices displayed on the Site are quoted in Canadian dollars.

Please note that while we have tried to accurately display the colours of products, the actual colours you see will depend on your monitor and may not be accurate.



Your Agreement:

By using our web site, you agree to the collection and use of pertinent information. We will post any changes to our Privacy Policy on this page so that you are always aware of what information we collect and how we use it.

Contacting us:

If you have any questions about this privacy statement, the practices of this site, or your dealings with this web site, please contact:

Residence Linens' Customer Care at: customerservice@residencelinens.com