

Store Policies

RETURNS

PLEASE NOTE :

- Defective or damaged items may be returned within thirty days (30) of the date on your order receipt. You will be responsible for return shipping costs.
- Goods returned must be in their original condition and may be exchanged for STORE CREDIT. NO REFUNDS.
- PLEASE ENSURE THAT YOU INSURE YOUR RETURN PACKAGE AGAINST LOSS OR DAMAGE.

YOUR ACCOUNT

By registering with our website you (“You”) agree to abide by the following terms and conditions (“Terms”). We (“TKM Inc.” or “TKM”) may modify these Terms by posting modifications to the website. If you use the website after such modifications, it will indicate that you accept the revised terms as posted.

1. **Termination of Account:** We reserve the right to cancel or terminate your user account immediately, and without prior notice if you violate any law or a material term posted herein.
2. You represent that you are eighteen years of age or older. You warrant that you have provided accurate and complete personal information in the registration process. Providing false or incomplete personal information will result in the termination of your account.
3. **Consent to Emails:** You consent to receive email communications related to our Community, corporate activities, and promotions. You may withdraw your consent to receive emails at any time by notice to TKM at the following email: lsmiller@luluandmaxwell.com
4. **Submission of Materials:** If you send us ideas, photos or other information, you agree that such submissions are unsolicited and shall not be maintained as confidential. TKM may make use of the idea for any purpose without compensation to you. Furthermore, you acknowledge that TKM shall own exclusive right, including all intellectual property rights to any work created from a similar idea emanating from its creative team.
5. **Community Standards:** TKM is committed to protecting its customers from inappropriate content and discussions. You can report any content that you feel to be inappropriate to TKM at the following email: lsmiller@luluandmaxwell.com. We reserve the right to delete any posting for any reason.

6. **Reviews:** As a growing company, we appreciate our customers taking the time to submit reviews of our adventures. You acknowledge and agree that your review, in whole or in part, may be reproduced, translated, published or incorporated into any media for promotional purposes without any compensation to You.
7. **Respect:** The content on the website, original artwork, video and other information (“Content”), are the property of TKM or its licensors and TKM reserves all rights therein. Please do not reproduce the Content in any form without TKM’s express written permission.
8. The website and the Content are provided on an “As Is, Where Is” basis. TKM makes no representations, warranties or conditions, either express or implied, or arising by statute, usage or trade, custom or otherwise, of any kind with respect to the website or the Content. TKM disclaims all representations, warranties and conditions, express or implied, or arising by statute, usage, trade, custom or otherwise, including, but not limited to merchantability and fitness for a particular purpose.
9. **Pricing:** Pricing and availability of products on the website is subject to change. All prices are in Canadian dollars. TKM reserves the right to limit quantities.
10. **Arbitration:** You agree that any claim or controversy of any kind between you and TKM, whether pre-existing, present or future, arising out of the use of the website or the terms hereof, will be referred to and determined by a sole arbitrator.
11. **Severability:** If any provision of these Terms shall be unlawful or void for any reason, then that provision shall be deemed severable from these Terms and shall not affect the validity of any remaining term or provision.