

Return and Refund Policy

All goods purchased from Xentas Inc. (“we” or “Xentas”) are subject to the following Return and Refund policy. Upon your purchase of any goods from Xentas Inc., you expressly agree to the terms and conditions set forth herein.

Subject to the other provisions of this Return and Refund Policy (including the provisions under “Exceptions/non-returnable items” below), we have a 7-day return policy, which means you have 7 days after receiving your item to submit a request for a return, and for greater certainty, where a carrier has confirmed delivery of the item, your date of receipt shall be deemed to be the applicable delivery confirmation date.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging, as demonstrated by photographic proof emailed to our team together with your initial return request. You’ll also need the receipt or proof of purchase.

To start a return request, you can contact us at info@craftshop.ca. Your return request must contain the order number and reason for your return, together with the photographic evidence of the condition of the product. If your return request is confirmed, we’ll provide you with the address where to send your package at your sole expense. You agree and acknowledge that you are responsible for sending the package with all applicable tracking information or delivery receipts to confirm our delivery of the item. Xentas shall not be responsible for providing a refund for any attempted returned items that we do not actually receive due to such an item being lost or damaged in transit. Items sent back to us without first requesting a return or our confirmation of your return request will not be accepted in each and every case.

Refunds

Once we receive your returned item, we will notify you once we’ve received and inspected your returned item and will let you know if the refund is approved. Reasons for Xentas not approving the return may include, without limitation, evidence that the item was used outside of its reasonable, ordinary, expected use or purpose or specifications. If approved, you’ll be refunded on your original payment method, and Xentas will provide email confirmation that such refund has been initiated. Please remember it can take some time for your bank or credit card company to process and post the refund, in accordance with their customary policies.

All sales become final after 7 days of receipt of your order. Unfortunately, we cannot refund shipping and handling fees and the customer is responsible for all costs related to the delivery of a returned item to us at the address specified, including any costs for insurance, tracking or receipt confirmations.

You can always contact us for any return question at info@craftshop.ca.

Damages and issues

Return requests related to any defects, damages or deficiencies in our products can only be accepted if they are reported to us in writing at info@craftshop.ca within 5 days of your receipt of the goods. Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the

wrong item, so that we can evaluate the issue and make it right. Please contact us immediately at info@craftshop.ca.

Exceptions / non-returnable items

Certain types of items cannot be returned, like imported products from Germany (such as Cuckoo Clocks, Christmas pyramids, incense smokers, candle arches, or Herrnhuter Stars), and custom products (such as special orders or personalized items), as they were made specifically for you. Please get in touch if you have questions or concerns about your specific item. Xentas may determine, in its sole and unfettered discretion, which items are ineligible for returns under this Return and Refund policy.

Exchanges

The fastest way to ensure you get what you want is to return the item you have pursuant to the return procedures described above, and once the return is accepted, make a separate purchase for the new item. We only replace or exchange items if they are defective or damaged upon your receipt of such an item. Xentas shall not be responsible or liable to return, refund or exchange any items which have been damaged by the customer due to the items being used contrary to their reasonable, ordinary, expected use or purpose or specifications. Please contact us at info@craftshop.ca for more information.

Disclaimers of Representations, Warranties and Liabilities

Other than as specifically set forth in this Return and Refund Policy, by purchasing products from Xentas, you expressly agree that the remedies set forth in this Return and Refund Policy shall comprise your sole remedies in respect of any claims you or any person acting through you may have against Xentas for any loss, damage, claim, injury, costs, fees, expenses (including on a solicitor-client basis) (collectively, “**Claims**”) suffered by you or any third party acting through you (including individuals to whom you gift the products purchased from Xentas to, or who you authorize to use or take possession of any products you purchased from Xentas), in connection with the use or misuse of any products purchased from Xentas, including, without limitation, any Claims for property damage, personal injury or death; and you expressly agree to indemnify and defend Xentas from any of the foregoing Claims suffered by any third parties. Except as expressly set forth in this Return and Refund Policy with respect to any damaged or defective goods, the products sold to you by Xentas are sold on a strictly as-is, where-is with all faults basis, and Xentas makes no representation or warranty with respect of any implied condition or warranty about the fitness for any particular purpose of products supplied by Xentas.

The maximum liability Xentas owed to you or any third-party person acting through you in connection with your purchase of any products from Xentas shall be the cumulative amount you paid for the applicable products related to your Claims. In no event shall Xentas be responsible to you or any third-party person acting through you for any special, incidental, indirect, punitive or consequential damages related to any Claims. You agree that this Return and Refund Policy shall be governed by the laws of the Province of Alberta, Canada, without regard to any conflict of laws principles, and that you and any third party acting through you shall irrevocably attorn to the jurisdiction of the courts of the Province of Alberta, sitting in the City of Calgary, with respect to the adjudication and enforcement of any matters arising under this Return and Refund Policy.

WARNING: You agree and acknowledge that none of the products sold by Xentas are intended for use by children under 14 years of age in either any educational capacity or for play and are intended for display purposes only. Our products may contain items which may present choking hazards to children or to pets. For the products that are used for holding or acting as a container or vessel for flammable or burning materials (without limitation, incense holders; candle holders; etc.), you agree and acknowledge that you are responsible to exercise all reasonable caution to prevent foreseeable harm, including to: burn flammable materials within sight and keep out of the reach of children and pets; never burn materials near anything flammable; ensure flames do not come within reach of the Xentas products themselves, blinds, clothing or other flammable materials; place on temperature safe surfaces; exercise caution that products will be hot when in the presence of burning materials or after use; keep all candle wicks trimmed to 1/8" and away from drafts; do not burn materials longer than as prescribed by the candle or incense manufacturer's recommendations; and discontinue use when wick clips are exposed.

Xentas Inc. is not responsible for any Claims related to any product misuse.