



Return & Exchange Policy

Last updated: August 6th, 2026

At Affordable Comfort, we want you to be happy with your purchase. If something isn't right, here's how returns and exchanges work.

30-Day Return Window

You have 30 days from the date you receive your order to request a return or exchange on eligible eCommerce products. To be eligible:

- The item must be unused, unworn, and in its original condition
- The item must be in its original packaging, with all tags, manuals, and accessories included
- You must have proof of purchase (order number or receipt)

Returns requested after 30 days will not be accepted unless the item is defective or the return is required by law.

Items That Cannot Be Returned

The following are final sale and not eligible for return or exchange, except where the item is defective or damaged on arrival:

- Gift cards
- Final Sale Items

How to Start a Return or Exchange

1. Email us at info@affordablecomfort.ca with your order number and the reason for your return.
2. We'll confirm your eligibility and send you a prepaid return shipping label.
3. Pack the item securely, attach the label, and drop it off at the carrier provided.
4. Once we receive and inspect the item, we'll process your refund or exchange.

Return Shipping

Return shipping is free, we cover the cost of the prepaid shipping label for all eligible returns and exchanges within Canada.

Refunds

- Refunds are issued to your original method of payment.
- Please allow 3-5 business days after we receive your return for the refund to appear, depending on your bank or card issuer.
- Original shipping charges (if any were paid) are non-refundable, except where the return is due to our error or a defective item.

Exchanges

Want a different size, colour, or item instead of a refund? Let us know in your return request email and we'll process an exchange once we receive the original item back, subject to availability. If there's a price difference, we'll follow up to collect or refund the difference.

Damaged, Defective, or Incorrect Items

If your item arrives damaged, defective, or isn't what you ordered, contact us within 30 days of delivery at info@affordablecomfort.ca with photos of the item and packaging. We'll arrange a free replacement, exchange, or full refund, including shipping costs, at no cost to you.

Your Rights Under Canadian Consumer Protection Law

This policy is provided in addition to, and does not limit, any rights you have under applicable federal or provincial consumer protection legislation, including your province's Consumer Protection Act. Provincial requirements vary (for example, Québec's *Loi sur la protection du consommateur* includes specific rules for distance and internet contracts), so where a legal requirement is more generous than this policy, the legal requirement applies.

Contact Us

Questions about a return or exchange? Reach us at:

Affordable Comfort
info@affordablecomfort.ca
705.503.4328 (HEAT)
92 Commerce Park Dr, Unit 08, Barrie, Ontario L4N 8W8

Approved By:

Tom Zinn

CEO

August 2026