



Shipping Policy

Last updated: August 6th, 2026

We currently ship to addresses within Canada only. Here's what to expect.

Where We Ship

We ship to all provinces and territories in Canada, including rural and remote addresses where our carriers offer service. We do not currently ship internationally or to the United States.

Processing Time

Orders are typically processed and prepared for shipment within 1–2 business days of purchase, Monday to Friday, excluding statutory holidays. During sale periods or peak seasons, processing may take slightly longer, we'll let you know if there's a delay.

Shipping Methods & Delivery Times

Delivery times are estimates provided by our shipping carrier(s), and begin once your order ships, not from the order date. Delivery times may vary for rural, remote, or northern addresses.

Shipping Costs

Shipping costs are calculated at checkout based on your location, order weight/size, and selected shipping method.

Order Tracking

Once your order ships, you'll receive a confirmation email with a tracking number so you can follow your package's progress.

Delayed, Lost, or Damaged Shipments

- Delayed: If your order hasn't arrived within the estimated delivery window, contact us at info@affordablecomfort.ca and we'll look into it with the carrier.
- Lost: If tracking shows no movement for 30 business days, let us know and we'll investigate a replacement or refund.
- Damaged: If your package arrives visibly damaged, please take photos before opening it (if possible) and contact us within 30 days of delivery so we can arrange a replacement or refund.

Incorrect Shipping Addresses

Please double-check your shipping address at checkout. We are not responsible for orders delivered to an incorrect address provided by the customer, but we're happy to help redirect a shipment where possible before it's dispatched.

PO Boxes & Remote Delivery

We cannot ship to PO boxes. Additional delivery time or surcharges may apply for remote or northern communities depending on carrier availability.

Contact Us

Questions about your shipment? 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
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