

From: Sales@upnorthsports.com
Subject: Up North Sports Order Confirmation - 202111241637744955
Date: Nov 24, 2021 at 9:10:05 AM
To: football_fantasy21@hotmail.com

Thank you for shopping at Up North Sports

This is your e-mail confirmation of the order you recently placed with us. We will process your order as quickly as possible. If an item is not in stock or no longer available, we will contact you via phone or email. Please do not hesitate to contact us at Sales@UpNorthSports.com with any questions or comments.

When you receive your shipment inspect the shipping container for damage prior to opening it. If the container is damaged, have the shipper inspect it prior to opening it. If you don't do this, we will be unable to file a claim for theft or damage.

Up North Sports

Order # 202111241637744955 - 11/24/2021

Ship To:	Todd Carlson 8704 Northbay Dr Chanhassen, MN 55317 United States	Bill To:	Todd Carlson 8704 Northbay Dr Chanhassen, MN 55317 United States
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Part #	Description	Purchase Price	Qty	Total Price
201625	OTTER VORTEX PRO LODGE THERMAL POP UP W/ FULL DOOR (2022)	\$ 474.99 US	1	\$ 474.99 US

Status: Ordered - 11/24/2021 09:09:58 **Shipping Method:** Free Shipping - Continental USA

Shipping:	\$ 0.00 US
Total:	\$ 474.99

If we are shipping to Canada the following will apply:

1. We ship via UPS, USPS Priority or USPS Express
2. UpNorthSports.com is not responsible for any Customs/Duties/Taxes/Brokerage Fees that may be levied, as they are the responsibility of the Customer and will be charged upon delivery.
3. You pay the Duty directly to the shipping representative when the shipment is delivered. If you do not pay the duty, we reserve the right to charge your credit card for payment of the duty and related fees.
4. You are responsible for applicable shipping and duty charges both ways on all Returns or Exchanges for any reason.

Pros and Cons of Canada shipping methods

1. UPS
 - o Higher brokerage fees
 - o Better tracking
 - o Quicker delivery
2. USPS/Canada Post
 - o Lower brokerage fees

Canada - USPS/Canada Post Shipping Rates

<u>Total Purchase</u>	<u>Rate</u>
Less than \$250.00	\$35.00
\$250.00 or more	\$40.00

Canada - UPS Shipping Rates

<u>Total Purchase</u>	<u>Rate</u>
Less than \$250.00	\$30.00
\$250.00 or more	\$34.00

Return Policy

You may return any **unused** item(s) within 45 days for an exchange or refund. Clearly indicate on your invoice if you are returning or exchanging. If exchanging, clearly indicate the product you wish to exchange for. In the event of a returned purchase, Up North Sports will refund the cost of the item but not the original shipping charge. In order to qualify for a full refund the item must be returned in original condition with the original packaging intact and any tags or protective materials still attached. Any item returned with the tags removed or original packaging not useable will incur a 20% restocking fee.

When returning an item, please use the original shipping carton and pack the item(s) securely. Do Not use the Manufacturer's packaging for a shipping box. Enclose the invoice with an explanation for the return or exchange. Ship the package prepaid as we do not except returned items COD. We recommend shipping your package by a traceable method as we are not responsible for lost packages. FREE items received with the original order are to be included with your return. If you choose to keep the free item your refund will be reduced by the unreturned item's retail price.

Any item returned in a damaged condition will be reviewed by Up North Sports to determine how the damage occurred. If it is determined that the damage was caused by the shipper Up North Sports will work with the shipper to recover the costs of the damage. If it is determined that the damage was caused by the purchaser then the cost of the damage will be the responsibility of the original purchaser. Causes for damage may include improper packaging, improper handling, alteration of the item, etc. A reasonable value of the damage will be

determined by Up North Sports and that value will be recovered from either the shipper or the customer.

Every effort has been made to ensure accuracy. However inadvertent errors can occur & we reserve the right to modify without notice.

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Thank you for shopping with Up North Sports