

Shipping & Return Policy

Shipping

Orders below \$100 placed on regular business days before 5:00 PM will ship within next 2 business days. Wholesale Orders or Orders above \$100 placed on regular business days before 5:00 PM will ship within 5-7 business day.

Our standard shipping service is [Expedited Parcel](#) from Canada Post offering a 3 to 7 business day's delay with a tracking number.

We offer additional faster services, such as [Xpresspost™](#) or [Priority™](#), Contact us via chat for more information.

Shipping Delays And Damages

A Canada Post tracking number is supplied by email as soon we ship your order. Please communicate with Canada Post customer service 1 (866) 607-6301 regarding shipping delays.

Please contact our Cleanxcanada.com customer service @ sales@cleanxcanada.com for all parcel damages or missing order.

Canada Post : [Compare our shipping services at a glance](#)

Returns

Products such as sanitary goods, Hand sanitizers, hazardous materials, or flammable liquids or gases are not eligible for returns or exchanges.

Shipping Back (If Applicable)

If we offer an exception to return your product, you should mail your product to: CleanX Hand Sanitizer, 44 Frid St. Hamilton, ON, L8P4M3, Canada.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a traceable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Refunds (If Applicable)

Our policy lasts 15 days. If 15 days grace period has gone by since your purchase, unfortunately we can't offer you a refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late Or Missing Refunds (If Applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company; it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at Sales@Cleanxcanada.com

Sale Items (If Applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

For any quality concerns or manufacturing defects pls contact us at sales@cleanxcanada.com