



Shipping Policy

Effective Date: January 1st, 2025

Thank you for choosing **GTA Refrigeration Supply Inc.** This Shipping Policy outlines the terms under which we offer shipping and pickup of HVAC-R equipment and parts. By placing an order with us, you agree to the terms below.

1. Shipping Carrier and Processing

All shipments are handled through **UPS**. We aim to process and dispatch all orders within **1–3 business days** of payment confirmation.

- **Carrier:** UPS
- **Tracking:** Provided upon shipment
- **Delivery Time:** Typically, 1–7 business days depending on destination and service level

Note: We are not responsible for delays caused by the carrier, weather, customs clearance, or incorrect shipping information provided by the customer.

2. Pickup Option

We offer local pickup from our facility during regular business hours:

Pickup Address:

GTA Refrigeration Supply Inc.
7650 Kimbel Street
Mississauga, ON L5S 1L2

Pickup Hours: Monday–Friday, 9:00 AM – 4:00 PM

Important: Wait for a confirmation call or email before arriving. Unconfirmed pickups will not be fulfilled.

3. No Returns or Exchanges

ALL SALES ARE FINAL. We do not offer returns, refunds, or exchanges under any circumstances, including:

- Incorrect product selection

- Changes in customer needs or project scope
- Items opened, used, or installed
- Orders already shipped or picked up

We strongly encourage customers to review product specifications, dimensions, and compatibility **before placing an order**.

4. Damage or Loss in Transit

Once an order leaves our warehouse, **liability for damage or loss transfers to the carrier** (UPS). If a shipment arrives damaged or is lost in transit:

- Contact UPS directly to file a claim
- Retain all packaging and documents to support the claim
- Notify us within **48 hours** so we can assist with documentation

We will support you in coordinating with the carrier but cannot guarantee reimbursement or replacement.

5. Customer Responsibility

You are responsible for:

- Providing accurate and complete shipping information
- Inspecting goods upon receipt or pickup
- Reporting any visible damage within 48 hours
- Coordinating unloading for large or heavy items at delivery

We are **not liable** for:

- Delivery delays once in carrier possession
 - Items damaged due to mishandling after delivery
 - Storage or installation-related damages
 - Failed delivery attempts or returned shipments due to absence or incorrect address (additional fees may apply)
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6. Limitation of Liability



To the fullest extent permitted by law, **GTA Refrigeration Supply Inc.** disclaims all warranties, express or implied, and will not be held liable for:

- Indirect, incidental, or consequential damages
 - Losses related to project delays or installation interruptions
 - Financial losses resulting from shipping errors or damage
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7. Contact Us

If you have any questions regarding your shipment, pickup, or policy terms, please contact us:

GTA Refrigeration Supply Inc.

Phone: (289) 205-2820

Email: contact@gta-ref.ca

Website: www.gta-ref.ca