



CanRad Beauty Ltd. Return Policy

Updated March 15, 2023

CanRad will accept returns up to 120 days from receipt of product.

To be eligible for a return, item(s) must be in the same condition received; unused, unopened, in original packaging with no price tags. Receipt/invoice number as proof of purchase must be provided.

To initiate a return, please contact your Sales Representative or email CanRad at customerservice@canrad.com. Once your return is approved, a return pickup will be arranged. Please have the item(s) packed in a securely sealed box so that the driver can place a return label on the box when they come to pick up. Items returned to CanRad without authorization will not be accepted for credit.

Damages and issues

Please inspect your order upon receipt and contact customerservice@canrad.com immediately if any item is defective, damaged or if you receive the wrong item. All claims must be made within 7 days of receipt. Wrong item returned products must be in resealable condition to receive a full refund.

Exceptions

Any used products that are not covered by the Manufacturer Electrical warranty cannot be returned.

Non-returnable items

Due to health and safety protocols CanRad cannot accept returns on Hair Extensions & PPE products. Salon furniture and custom salon fixturing are not returnable. As well, any items designated "final sale" are also excluded.

Should you have any questions or require assistance with your return please do not hesitate to contact us at customerservice@canrad.com