

Skate Canada E-Store Shopping Help

First time access

What is my user ID & Password?

Please note that your Skate Canada online store login information is separate from your account with the Skate Canada Membership Site. If this your first time logging into the store as a Skate Canada member, ([link to password reset function](#)) to validate your e-mail address and obtain your password.

Order Process

How do I place an order?

To begin placing an order, follow these steps:

1. Find the product(s) you'd like to purchase by browsing the site.
2. On the product page, ensure to choose the correct size from the dropdown menu and click "Add to cart".
3. To have your items shipped, click the "Checkout" button in your cart and enter your shipping and payment information when prompted.
4. Submit your order and wait for a confirmation email that will update you of its status.

Checkout & Payment Policy

How do I checkout?

Click the shopping cart on the top right of the screen when you are ready to check out and place your order. Once you have confirmed the items, you must verify your address and credit card information and press "Checkout."

What are the accepted methods of payment?

Q: What are the accepted methods of payment?

A: Visa, Mastercard and American Express credit cards are accepted. Your club can also use PayPal, a service that can be linked to a bank account or credit card. The option to pay by cheque is also available; the items will be held until cheque is cleared. A printout of the basket items required can be mailed along with payment to 1120 Morrison Drive, Unit 1, Ottawa, ON K2H 8M7.

Q: How do I acquire a PayPal account?

A: Go to PayPal.ca and select “Sign up for Free” – you will then be guided through PayPal’s secure sign up process and can choose to pay for your PayPal purchases from your bank account, credit card, or Visa Debit card.

Q: How do I pay for my orders using PayPal

A: When you are finished choosing the items you want to buy, check to make sure everything is correct in your “Cart”. At “Checkout” you can choose PayPal as your method of payment.

Select PayPal at checkout. You’ll be taken to a secure PayPal page that will walk you through PayPal’s process and confirm your payment. Once this payment is confirmed, your order is in the system and we will process your order for shipping within 48 hours.

For additional information or support please contact customer service at orders@skatecanada.ca

Shipping & Delivery

The majority of completed in-stock orders where the credit card is successfully authorized will ship within 2-7 business days.

Return Policy

Your satisfaction is very important to us. We strive to deliver quality goods in order to achieve our goal. If, however, a customer wishes to return any item the following policies and guidelines will apply.

Program materials such as ribbons, badges, and printed course materials are not eligible for return or refund.

Branded goods and clothing items may be returned within 30 days of the order date for a refund of the purchase price, minus the shipping, handling, and other additional charges. The postmark date of the return package will be considered the return date. Refunds will be processed using the same form as the original payment used at the time of purchase. All returned items must be unused/ unworn, in original product packaging, and accompanied by all paperwork, parts and accessories.

Return Instructions:

- Pack the item(s) securely in the original product packaging with all paperwork, parts, and accessories.
- Include name, billing name, address and order number in package.
- Send return package to:
GADAR Sportswear
1120 Morrison Drive – Unit 1
Ottawa, ON
K2H 8M7
- All return shipping charges must be prepaid.

- Use of an insured and traceable shipping method for your return package is recommended. Please retain the return tracking number for your records. Gadar Sportswear will not be responsible for damaged, misdirected, or lost return packages.

General

- If incorrect, damaged, or defective items are received, please contact orders@skatecanada.ca to arrange return. If you fail to contact us prior to shipping item back, we assume no responsibility for any of the return shipping charges.
- Customer is responsible for freight costs if any shipment is rejected for any reason.
- Please allow an approximate period of 10 days before checking the status of your claim.

Terms of Use

- Gadar reserves the right, at its sole discretion, to change, modify, add or remove portions of these Terms of Use, at any time. It is customer's responsibility to check these Terms of Use periodically for changes. Continued use of the Site following the posting of changes will mean that you accept and agree to the changes.
- Customer agrees not to use any device, software or routine to interfere or attempt to interfere with the proper working of the Site or any transaction being conducted on the Site, or with any other person's use of the Site.
- Customer acknowledges that Gadar will use the email address they provide as the primary method for communication.
- Customer is responsible for keeping password secure. Gadar cannot and will not be liable for any loss or damage from customer failure to maintain the security of their Account and password.
- Additional terms and conditions may apply to purchases of goods or services and to specific portions or features of the Site, including contests, promotions or other similar features, all of which terms are made a part of these Terms of Use by this reference. You agree to abide by such other terms and conditions, including where applicable representing that you are of sufficient legal age to use or participate in such service or feature. If there is a conflict between these Terms of Use and the terms posted for or applicable to a specific portion of the Site or for any service offered on or through the Site, the latter terms shall control with respect to your use of that portion of the Site or the specific service.