

SHIPPING POLICY

You can trust that your order will be quickly processed and safely delivered. Currently, we can ship products in Ontario, Manitoba, Saskatchewan, Alberta, and British Columbia using a courier service such as UPS, Purolator, CanPar, FedEx and CanadaPost. When you place an order, we will estimate delivery dates based upon the availability of your item(s), shipping method selected and your shipment's destination. Our shipping charges are a flat rate, excluding applicable sales tax. Shipping charges are shown during the checkout process on SoulLife.com prior to order completion.

- Orders are shipped directly to the shipping address you have provided (we cannot ship to PO Boxes at this time).
- Orders ship via standard ground shipping usually within 1 business day from the time your order is placed.
- Shipments will usually arrive 1-7 business days after the order has shipped for most destinations. Transit time may be longer to remote addresses.
- Normally, shipment(s) are scheduled to arrive Monday to Friday, between 8 am and 5 pm local time.
- If you are not home to accept your shipment, a shipping notification card with further details will be issued. Smaller shipments made by courier may be left at your door.
- Multiple items may be shipped separately due to size or availability and may arrive at different times.
- At this time, purchases from SoulLife.com can only be shipped to destinations within Canada; Standard shipping rates apply unless specified.
- Orders & Shipments cannot be fulfilled to Quebec, New Brunswick, P.E.I., Nova Scotia, Newfoundland & Labrador, Yukon, NWT and Nunavut. Service to these locations may be added in the future.

Order Tracking

Your order will be delivered by a third-party shipping provider who will offer order tracking service. This service will allow you to monitor your package as it makes its way to its final address.

You can check the status of your shipment in the following ways:

Login to the "My Backoffice" of the SoulLife.com website using your registered username and password. Follow the instructions included in your shipping confirmation order details to track your order through the courier service's website using the unique shipment's Tracking Number.

Contact a SoulLife customer service representative at 1-877-526-2826

E-mail us at support@SoulLife.com for a status update.

If you misplace your shipping confirmation email, please contact a SoulLife customer service representative at 1-877-526-2826 for assistance, or email us at support@SoulLife.com