



CANCELLATION POLICY

OPC / Canadian law does not force merchants to grant a refund for an item that you don't want anymore, or to exchange it for other goods or a credit note.

The law provides that you can cancel a contract within 10 days in one specific situation: if the purchase was made from an itinerant merchant. This type of merchant operates outside of the location where his business is based to sell his products or services and to solicit your business; this outside location can be your home, a street kiosk, a shopping centre, etc. If you need to cancel a contract with this type of merchant, you are not required to provide any explanation.

Since most Otoprotec's products are applied coatings that can not be recovered, we can not assume or be held responsible for any purchase that a customer would like to be canceled or refunded in whole or in part.

However, Otoprotec strives to offer a first class service and support and therefore we invite you to contact us if you feel deceived or have felt pressured by one of our resellers or a participating dealer.

For any question or need for support, please call us at 450-663-0505 ext.#103 or send your requests/questions at reclamation@otoprotec.com.

Contact us:

450-663-0505 #103

reclamation@otoprotec.com

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