

Online Retail Terms & Conditions

Silverstein's Produce

We want to make your ordering and customer service experiences the best they can be. If you have any questions at all regarding your account, or need specific details on our products and services, call us at (519) 972-4747.

Quality Assurance

Silverstein's Produce strives to provide curbside pickup customers with a guarantee of freshness. Our goal is to ensure that we pick the freshest and highest quality product for our customers. If the quality of the product is not to your satisfaction, you can exchange the item from your order at the time of pick up by speaking with one of our employees. It is at the time of pickup that a customer is expected to inspect their order for quality, and once the customer accepts the order, quality complaints will not be accepted, except in very unique situations.

Pricing

Silverstein's Produce updates pricing, product and service assortments on a regular basis as a result of a variety of factors, including, but not limited to, market and competitive forces, and reserves the right to change customer's pricing and product assortment at any time without notice. Please see silversteinsproduce.ca for up-to-date prices. We reserve the right to limit sales, including the right to prohibit sales to re-sellers. While we make every effort to provide accurate information, inaccuracies or errors may occur. We are not responsible for such errors. We reserve the right to make changes, corrections, and/or improvements to the information contained on this Site and to the products described in such information, at any time without notice.

There may be certain orders that we are either unable to accept or must cancel. We reserve the right, at our sole discretion, to refuse or cancel any order for any reason. Possible circumstances involving our canceling an order may be limitations on quantities available for purchase or inaccuracies or errors in product or pricing information.

Taxes

All prices quoted include sales tax when relevant. Harmonized sales tax will be added to eligible purchases where applicable.

Most products are zero-rated for sales tax, such as certain food items. Please refer to the Taxation Canada link for more information <https://www.canada.ca/en/services/taxes.html>.

Order Times

While we will always try our best to have your order available as soon as possible, there may be times when orders can take up to 48 hours when order demand is extremely high. Typically orders will be completed and ready for pickup during the same or next day. A confirmation email informing you that your order is ready to be picked up will be sent upon order completion.

Price Changes

Due to market conditions, all prices shown are in effect at the date of website visit and are subject to change without notice.

Payment Terms

A major credit card (VISA, American Express, or MasterCard) must accompany the order. Payment terms are subject to change without notice.

Product Changes, Substitutions And Errors

All descriptions and illustrations are based on the best information available at the time of publication. Although every effort has been made to ensure accuracy, prices and specifications are subject to errors and we are not responsible for errors. Should an item become unavailable, we reserve the right to replace the item with a comparable substitution of equal or greater value at the time of your order placement.

Return Policy

Returns will not be accepted. While products of the highest possible quality will be selected for all orders, it is the responsibility of the customer to validate quality upon receiving their order. If quality is not satisfactory, this must be acknowledged by the customer upon receiving their order. Due to the perishable nature of our products, customers forgo the right to product quality complaints upon accepting their order, except in some special circumstance at the discretion of management.

Shipping

Shipping will not be provided. Orders must be picked up by customers from Silverstein's Produce, located at 999 EC Row Ave E South Service Road, Windsor, ON N8X 5C1.

Entire Agreement

The above terms and conditions ("Terms and Conditions") set forth on this webpage govern and control your access and use of the www.silversteinsproduce.com website and supersede any prior representations or agreements between the parties with respect to the subject matter herein. These Terms and Conditions constitute the entire agreement between Silverstein's Produce and customer with respect to the subject matter herein, unless Silverstein's Produce and customer have executed a separate written agreement that conflicts with these Terms and Conditions and is intended to supersede these Terms and Conditions, in which case the terms and conditions of that written agreement shall govern.