

PRICE MATCH POLICY

If a client who is a Cuddle Club member discovers that a competitor in Canada – doing business in the same geographic trading area – is selling the same product at a lower price, they simply need to show us proof (a printed or digital copy) and we will match the price. The policy is applicable in store only.

Conditions :

- The client must be a Cuddle Club member to benefit from the Price Match Policy.
- The product must not already have been purchased.
- If the product is sold online, it must be listed in Canadian dollars, include all shipping fees and other charges, and available to be shipped immediately to the same geographic area. The item must be in stock and available for sale. The item cannot be listed as “available for pre-order” or only available in limited quantities.
- The price match policy only applies during the validity period of the proof submitted. The items must be identical: brand, type, model number, colour, and size. The advertisement must list all the eligibility criteria. Photos will only be used to identify the trademarks or advertised products. The written copy takes precedence over any images.
- This policy does not cover gift cards, clearance sales, after-sale rebates, promotions such as “buy X and get Y” as well as gifts with purchase.
- This policy does not cover loyalty programs or the benefits offered by such programs (including but not limited to points, rebates, coupons, and rewards earned through loyalty programs) nor does it cover discount coupons, employee discounts, senior citizen discounts, discounts for bulk purchases (at the price per unit), and purchases that come with free products.
- Limit of 4 items per Cuddle Club member per day, regardless of the type of item. We reserve the right to verify the identity of the member.

We reserve the right to refuse to apply the Price Match Policy if the price of the competitor’s item that the customer wants us to match is the result of a pricing error on the competitor’s part (misprint or “erratum”) or is the result of a “special sale”.

Special sales include the following: Black Friday, Black Friday Month, Early Black Friday, Family & Friends Sale, Members Prices, Cyber Monday, Mega Sale / Boxing Week, Summer Black Friday, restricted offers, mail-in offers, “spend X or more and get Y discount”, cashback offers, coupons, bonuses, free or bonus offers, OEM prices, discontinued items, clearances, demo model prices, refurbished items, open-box deals.

Rain check will not be issued as part of the Price Match Policy. This Policy will not apply if the information in the advertisement submitted as proof by the customer is incomplete (e.g., if the applicable dates or other required information as per the “Conditions” are missing) or if the printed or digital advertisement was not directly issued by a competitor.

Mondou reserves the right to modify or update information and to correct pricing errors or omissions at any time without prior notice.

The conditions pertaining to the Price Match Policy are subject to change without prior notice.

Effective: August 1, 2024.