LEGAL

Terms of Service

Please read these terms carefully before submitting a brief or engaging shopr. services.

EFFECTIVE DATE: JUNE 25, 2026 · GOVERNING JURISDICTION: ONTARIO, CANADA

shopr. was built on one promise: to give our clients unrivaled access to the world's most exclusive items — delivered with absolute discretion. These Terms of Service govern your use of our website and services. By submitting a brief or engaging shopr. in any capacity, you agree to the terms below.

1. ACCEPTANCE OF TERMS

By accessing myshopr.ca or submitting a shopping brief, you confirm that you have read, understood, and agreed to these Terms of Service. If you do not agree, please do not use our services. These terms apply to all clients, visitors, and users of myshopr.ca.

2. DESCRIPTION OF SERVICES

shopr. is a personal shopping, luxury proxy buying, and private concierge service based in Toronto, Ontario, Canada. Our services include:

- Sourcing luxury, exclusive, and limited-release items from authorized North American retailers and verified networks
- Providing boutique-receipt provenance for boutique-direct items and third-party authentication for secondary-market items

Coordinating tracked domestic and international delivery, with adult signature where available and declared-value coverage for the full purchase value, at the cost quoted to you. Cover is provided by the courier, not shopr.

Acting as a proxy buyer on behalf of clients who cannot access specific boutiques or retailers directly

Providing white-glove concierge support throughout the sourcing and delivery process

shopr. acts as an agent on behalf of the client — we do not hold inventory and do not operate as a reseller of record.

3. ELIGIBILITY

Our services are available to individuals who are 18 years of age or older. By using shopr., you represent and warrant that you meet this age requirement. shopr. reserves the right to decline service to any individual at its sole discretion.

4. SERVICE FEES & PAYMENT

shopr. charges a service fee in addition to the retail cost of the item(s) sourced. Our fee structure is communicated to clients prior to sourcing commencing.

Full payment — including the item cost and shopr. service fee — is required before sourcing begins

If you cancel before sourcing begins (before shopr. purchases anything on your behalf), you receive a full refund of the amount paid.

After purchase, the service fee is non-refundable

Payment is accepted via methods communicated by shopr. at the time of brief confirmation

All prices are quoted in Canadian Dollars (CAD) unless otherwise specified

International clients are responsible for any currency conversion fees charged by their financial institution

5. CLIENT RESPONSIBILITIES

To ensure your order is fulfilled accurately and on time, clients agree to:

- Provide accurate item details, including brand, style, size, colour, and any product links where applicable
- Provide a complete and accurate delivery address
- Respond to shopr. communications in a timely manner, particularly for order confirmation and payment
- Notify shopr. immediately of any changes to delivery details or order specifications
- Ensure that importing the requested item(s) into their country of delivery is legal and permitted

6. ORDER SUBMISSION & BRIEF REVIEW

All orders are submitted via the "Submit Brief for Review" form on myshopr.ca. Submission of a brief does not constitute a confirmed order. shopr. reviews all briefs and reserves the right to:

- Accept or decline any brief at its sole discretion, without obligation to provide a reason
- Request additional information before confirming an order
- Adjust the quoted service fee based on sourcing complexity, item availability, or timeline

Orders are confirmed only upon receipt of full payment.

7. AUTHENTICITY & SOURCING

shopr. sources from boutiques, authorized retailers, and verified networks. Boutique-direct purchases include boutique-receipt provenance, included in the service. Secondary-market pieces are third-party authenticated, with the authentication cost passed through at cost and confirmed in your quote.

> Every item is authenticity guaranteed: if an item is proven inauthentic by a recognized authenticator, you receive a full refund.

shopr. is not liable for manufacturer defects, post-purchase damage, or issues arising from the retailer's quality control processes.

8. DELIVERY & SHIPPING

Delivery timelines provided by shopr. are estimates only and are not guaranteed

Risk of loss or damage transfers to the client upon handoff of the item to the courier or shipping carrier

Every shipment is sent tracked, with adult signature where available, and with declared-value coverage for the full purchase value, at the cost quoted to you. Cover is provided by the courier, not shopr. Courier claims and custody responsibilities are set out in the Buyer Protection clause in §17.

International customs duties, import taxes, and brokerage fees are the sole responsibility of the client

Delays caused by customs, courier, or force majeure events are outside shopr.'s control and do not constitute a breach of these terms

Where shopr. agrees to hold a purchased item until an agreed date, the item remains the client's property and is held in shopr.'s secure custody. shopr. is responsible for it until handoff to the courier; the risk transfer in this Section 8 applies from handoff, not before. The custody refund or replacement commitment in §17 applies while the item is in our care.

9. CANCELLATIONS & REFUNDS

The standard merchant-policy return process below does not limit the full-refund authenticity guarantee in §7.

If you cancel before sourcing begins (before shopr. purchases anything on your behalf), you receive a full refund of the amount paid.

Returns are possible only where the merchant or boutique from which the item was purchased allows a return. shopr. will process a return only after the merchant has accepted it, and will issue your refund only after shopr. has successfully received the merchant's refund. The service fee is non-refundable. A $100

return-handling fee applies to cover in-store processing and the store visit, deducted from your refund, along with any non-recoverable costs (merchant restocking fees, return shipping, duties or taxes that cannot be recovered).

The flat $100 return-handling fee covers your concierge's dedicated in-store return service and applies only when a return is actually processed. It is not charged on a normal purchase or a pre-sourcing cancellation. Merchant restocking fees, courier return shipping, and unrecoverable duties or taxes remain separate pass-through costs.

Exceptions may be made at shopr.'s sole discretion in cases of genuine error on our part.

10. LIMITATION OF LIABILITY

This section does not limit the full-refund authenticity guarantee in §7 or the cancellation and refund rights in §9.

The specific refund and replacement commitments in §17 are exceptions to general exclusions and standard return deductions elsewhere in these Terms.

- shopr. is not liable for errors, omissions, or delays caused by third-party retailers, boutiques, or courier services
- shopr. is not liable for customs seizures, import restrictions, or delays caused by government authorities
- shopr. is not liable for indirect, consequential, or incidental damages arising from use of our services
- shopr.'s maximum aggregate liability in connection with any order is limited to the service fee paid by the client for that specific order

The cap in this Section 10 does not apply to any refund that is funded by a merchant return or a courier claim. Where shopr. recovers an amount from a merchant or a courier on the client's behalf, shopr. will pass that recovered amount through to the client, up to the amount the client paid for the order.

The cap also does not apply to a full refund of the amount paid where an item is lost or damaged while in shopr.'s custody under the Buyer Protection clause in §17. The cap in this Section 10 continues to apply to shopr's own out-of-pocket liability beyond the carve-outs for §7, §9 and the Buyer Protection clause in §17.

11. INTELLECTUAL PROPERTY

All content on myshopr.ca — including the shopr. name, logo, brand identity, photography, copy, and design — is the exclusive property of shopr. and is protected by applicable Canadian and international intellectual property laws. You may not reproduce, distribute, or use any shopr. brand assets without prior written permission.

12. PRIVACY

Your privacy is fundamental to how we operate. Our collection, use, and protection of your personal information is governed by our Privacy Policy, which is incorporated by reference into these Terms of Service. By using our services, you consent to the practices described therein.

13. GOVERNING LAW

These Terms of Service are governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein. Any disputes arising under these terms shall be subject to the exclusive jurisdiction of the courts of Ontario.

14. CHANGES TO THESE TERMS

shopr. reserves the right to modify these Terms of Service at any time. Updated terms will be posted on this page with a revised effective date. Your continued use of myshopr.ca or our services following any changes constitutes your acceptance of the updated terms.

15. CONTACT

For questions about these Terms of Service, please reach out via myshopr.ca. We respond to all enquiries within 2–4 hours.

16. SHIPMENTS TO THE UNITED STATES VALUED OVER US$2,500

(a) For any shipment to the United States with a value over US$2,500, the recipient is the importer of record. U.S. Customs requires a formal customs entry for such shipments, together with a customs bond and a Merchandise Processing Fee.

(b) The recipient must provide an importer number — a U.S. Employer Identification Number (EIN), a Social Security Number (SSN), or a CBP-assigned number obtained on CBP Form 5106 — directly to the carrier or to U.S. Customs through the carrier's own secure channel. shopr. never asks for, receives, stores, or forwards a client's SSN or EIN.

(c) shopr. declares the full commercial value and the true nature of every shipment. shopr. does not mark a paid purchase as a gift.

(d) Import duties, fees, and any customs bond are the recipient's responsibility unless shopr. has confirmed in writing that they are prepaid. If the recipient does not provide an importer number, the shipment cannot clear U.S. Customs and may be delayed, returned, or held at the recipient's cost.

17. BUYER PROTECTION — WHAT SHOPR. GUARANTEES ON EVERY ORDER

1. Authenticity, guaranteed. Every item is authenticity guaranteed. If an item is proven inauthentic by a recognized authenticator, you receive a full refund of the amount you paid to shopr.

2. Bought from the source we name. We buy from the retailer or boutique stated in your quote, and we send you the original purchase receipt and order confirmation. If we purchase the wrong item, we return it under the merchant's return policy and either source the correct item or refund you in full — the refund is issued once the merchant's refund has reached us, as set out in §9 of our Terms.

3. Full payment before sourcing; full refund before sourcing. Your payment is required in full before we purchase anything on your behalf. If you cancel before sourcing begins — before we have purchased anything for you — you receive a full refund of the amount paid.

4. Insured in transit, at full value. Every shipment is sent tracked, with adult signature where available, and with declared-value coverage for the full purchase value, at the cost quoted to you. If a shipment is lost or damaged, shopr. files and manages the courier claim on your behalf, and refunds you the amount you paid — or replaces the item if you prefer and it is available — once the courier claim is settled in our favour. If a claim is denied, we will share the courier's decision with you in full and work with you on the next step; we do not promise a refund the courier has refused to fund.

5. Our responsibility while an item is in our custody. If we hold an item for you before shipping — for example, holding a purchase until an agreed delivery date — it is in our secure custody and our responsibility. If anything happens to it while in our care, we will make it right: a refund of the amount you paid, or a replacement if you prefer and the item is available.

6. Your card protections still apply. Payment is by card through Square, our payment processor. Your card issuer's dispute and chargeback rights apply if goods are not delivered or are not as described. Square itself does not offer a PayPal-style purchase-protection programme, and shopr. does not accept PayPal.

What buyer protection is not: shopr. does not operate an escrow service or a buyer-protection fund, and does not currently carry a separate standalone business insurance policy. Protection on an order comes from the six points above: the merchant's return policy, the courier's declared-value coverage, your card issuer's protections, and shopr.'s own commitments in points 2, 4 and 5.