

Future Shop Canada

Price Matching Policy

When can I ask Future Shop to beat a price?

There are three distinct cases where Future Shop will beat a price:

- if you find a lower price at another valid retailer before you make your purchase at FutureShop.ca or in a Future Shop retail store,
- if you find a lower price at another valid retailer within 30 days of making your purchase,
- if Future Shop's price on an item is reduced within 30 days of your purchase.

Does Future Shop beat the prices of Internet and in-store retailers?

Absolutely, if we don't already have the lowest price, we'll beat any price in a retail store or online. The item must be sold by an authorized dealer located in Canada. For online competitor price beats the product must be located in Canada.

How do I show "proof" of price?

Visit us in store or call us at 1-800-663-2275 and tell us which competitor is offering the lower price and where. Our associates will verify the price and the item is in stock and available for immediate sale and delivery. We will beat the competitor's price by 10% of the difference.

How do I beat a price?

When shopping online:

- Before purchasing - Give us a call at 1-800-663-2275 and we will help you facilitate your order.
- After purchasing - Within 30 days of your purchase, give us a call at 1-800-663-2275 and we will help you facilitate your refund.

When shopping in store:

- Before purchase – Let one of our Product Experts know and they will help you with your price Beat.
- After purchase – Within 30 days of your purchase, visit our store and one of our Associates will help. Please be sure to bring your invoice with you.

How does your Price Beat policy apply to purchases made using store pickup?

If you purchase an item at futureshop.ca, and if the item is offered at a lower price in the store when you pick it up, you will automatically pay the lower price.

How does your Price Beat policy apply to pre-orders and backorders?

If the price of an item drops at the time of shipment, you will automatically pay the lower price. Your credit card is not charged until the time of the product's shipment.

How does your Price Beat policy cover an item scheduled for delivery from futureshop.ca?

If the price of an item drops at any time before its scheduled delivery date, we will refund 100% of the difference, including tax. To receive the lower price, you must call 1-800-663-2275. If you see a lower price at futureshop.ca, a retail store, or a competitor, all conditions apply from our standard Price Beat Promise.

What if the competitor does not have the item in stock or has limited quantities of the product?

Sometimes a retailer will advertise a product as having limited quantities in stock. If the item is out of stock or the competitor has advertised as limited quantities of an item, it is not eligible for Price Beating. Likewise, if Future Shop has a product that is advertised as being limited in quantity it will not be eligible for price matching.

Does Future Shop price match "free gift with purchase" offers?

No. Future Shop does not price match "free gift with purchase" orders.

How do Shipping and EHF's impact my price?

Shipping charges and EHF's are included in determining the final price used for a Price Beat. For example, if a competitor's price was \$10 cheaper than ours, but charged \$25 for delivery while we charged no fee, the competitor's price will be higher and therefore not eligible for a Price Beat.

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