

SHIPPING, RETURNS & REFUNDS

Shipping

We can ship to virtually any address in the world.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the shipping provider you choose, shipping date estimates may appear on the shipping quotes page. In-house handling is often completed the same day your order is received, but can take longer when large order volumes are received. We will make every effort to ship your orders as quickly as possible after payment has been received.

Please also note that the shipping rates for many items we sell are weight-based. The approximate weight of any such item can be found in the shopping cart. To reflect the policies of the shipping companies we use, all weights are rounded up to the next full pound.

Returns & Refunds

You may return your items within 30 days of delivery for a 15% restocking fee. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.).

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes you to receive your credit memo through the mail (5 to 10 business days).

If you need to return an item, simply call, fax or email your request. We'll notify you via e-mail of your refund once we've received and processed the returned item.

Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

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