

## Shipping & Returns

### Shipping Policy:

Most orders placed before 12pm Central Standard Time Monday through Friday will be processed and confirmed the same day. Please note, orders placed after 12pm Central Standard Time Monday through Friday, may not be processed and confirmed until the following business day. Orders placed after 12pm Friday generally will be processed and confirmed on the following Monday. Holidays, Saturdays and Sundays are not business days. We observe all calendar standard holiday and during these days orders will not shipped until the next business day. Orders placed on Saturday or Sunday will be processed and confirmed on Monday (most orders will also ship Monday). Order acknowledgment, confirmation of product availability, and shipping tracking information will be provided to you via email after your order is processed. Order confirmation and billing occurs only when your order has been shipped. We will notify you by email when that has occurred. Orders are shipped via FedEx Ground. A physical address is required for shipment. We cannot ship to P.O. Boxes. We verify all credit cards before shipping. In some cases, this may delay stated delivery dates.

### U.S. Shipping Rates:

It's easy to see how much shipping will cost! In your shopping cart, there is a specific section to Estimate Shipping. Simply select your Country, State/Province, and type your Zip/Postal Code. By clicking on "Get a Quote," a shipping estimate will automatically be provided.

### Shipping Restrictions:

We currently do not offer international shipping. We do not ship to P.O. Boxes.

### Delivery Times:

**All dates are estimates and may vary.**

**Standard Ground:** 3-7 business days after order processing.

**2-3 Day Express:** 2-3 Business days after order processing.

2-3 Day Express delivery dates do not have guaranteed delivery times. Signatures may be required upon delivery. Drivers will not leave packages without signatures, so you must arrange for someone to receive the package and sign for it. You may want to use a business shipping address to ensure that someone will be available to sign for the package. Transit days for ground shipments and 2-3-Day Express are business days and do not include weekends or holidays. You can view estimated delivery dates for individual products by viewing your order status. For online retail orders ONLY

### Satisfaction Guarantee:

We have a 30 day satisfaction guarantee. If you are not satisfied with your product, you may return it within 30 days of delivery for a full refund excluding shipping. Items should be returned in their original product packaging. Product must be in original condition and must not show any signs of use or damage. For online retail orders ONLY

### Exchange Policy:

We will exchange any product within 30 days. If you want to exchange your product please have an RMA number before you send it back. Once we have received the product, the new product will be shipped out to you. For online retail orders ONLY

### Packing & Sending Your Return or Exchange:

Please make sure your product is packaged in a way there will not be damage during shipping.

### Damaged Products :

We take every measure to assure quality products arrive damage free to our customers. However, if you do receive a damaged product please contact us and we will exchange or return the product and pay all necessary shipping fees. For online retail orders ONLY