

Shipping Policy

By placing an order through this Website you will be agreeing to the terms below. These are provided to ensure both parties are aware of and agree upon this arrangement to mutually protect and set expectations on our service.

1. General

Subject to stock availability. We try to maintain accurate stock counts on our website but from time-to-time, there may be a stock discrepancy and we will not be able to fulfill all your items at the time of purchase. In this instance, we will fulfill the available products to you, and contact you about whether you would prefer to await restocking of the backordered item or if you would prefer for us to process a refund.

2. Shipping Costs

Shipping costs are calculated when requested based on weight, dimensions, and destination of the items in the order. Payment for shipping will be collected with the purchase. This price will be the final price for shipping cost to the customer.

3. Delivery Terms

3.1 Transit Time Domestically

In general, domestic shipments are in transit for 3 - 4 business days via UPS Ground and 3-5 days via LTL.

3.2 Dispatch Time

Orders are usually dispatched within 1-2 business days of payment of the order. Our warehouse operates on Monday - Friday during standard business hours, except on national holidays at which time the warehouse will be closed. In these instances, we take steps to ensure shipment delays will be kept to a minimum.

3.3 Change Of Delivery Address

For a change of delivery address requests, we are able to change the address up to 24 hours after the order is placed. The customer will be responsible for any charges associated with this (if any).

3.4 P.O. Box Shipping

We are not able to ship to P.O. box addresses.

3.5 Items Out Of Stock

If an item is out of stock, we will dispatch the in-stock items immediately and send the remaining items once they return to stock.

3.6 Delivery Time Exceeded

If the delivery time has exceeded the forecasted time, please contact us so that we can conduct an investigation.

4. Tracking Notifications

Upon dispatch, customers will receive a tracking link from which they will be able to follow the progress of their shipment based on the latest updates made available by the shipping provider. For assistance tracking your order once it is in transit, please contact the appropriate shipping company.

5. Liability Release

You are responsible for your order upon delivery. At the time of delivery you accept a full responsibility for loss or damage of the product. If you find that product was damaged in transit, you should immediately inform us and do the following: take a few pictures of the damages (better while it's still on the delivery truck), and when signing documents mark that product was damaged in transit. We'll work to file a claim in your favor and for replacement products (if any).

You're fully responsible for providing accurate shipping information at the time of the order. We don't assume responsibility for the accuracy of shipping details entered by customers at the time of purchase.

6. Shipping Delays

All shipping times provided are estimates only and may be subject to change depending on individual shipping companies, as well as variables out of our control. If a delay occurs in transit, we sincerely apologize and will work with you and the shipping company to get it to you as quickly as possible. We are not liable for any shipping related delays.