

SHIPPING POLICY

All in stock items are shipped within two business days. Shipments within the continental US are shipped via UPS Ground service. Delivery via US Mail is available upon request. Shipments to Alaska, Hawaii, Puerto Rico, and the Virgin Islands are sent via standard US Mail. Longer delivery times and higher mailing rates to these areas may apply.

International orders may be subject to an additional 15% shipping/handling fee. Most international orders are shipped via Registered and/or Insured US Airmail. Delivery to international destinations may take 2-8 weeks.

Expedited shipping service is available for an additional charge on orders placed by telephone before 12:00 noon PT (not applicable on international orders). Please ask a Customer Service Representative for details and pricing when placing your order.

RETURN POLICY

Retail Customers:

The Company offers a 30-day money back guarantee on all products to our Retail Customers.

If, for any reason, you are not satisfied with product(s) purchased from The Company, they may be returned for a full refund within 30 days of the original purchase date. Contact a Customer Service Representative to acquire return instructions and a return number. ***A return number MUST be obtained BEFORE returning any item to The Company.*** Returns from Retail Customers will NOT be accepted after 30 days from the purchase date.

Shipping & Handling charges are nonrefundable and return postage is the Customer's responsibility.

Wholesale Buyers:

Wholesale Buyers returning product must do so within 90 days of purchase. All returns are subject to pre-authorization. Contact a Customer Service Representative to acquire return instructions and a return number. ***A return number MUST be obtained BEFORE returning any item to The Company.*** Expired products will NOT be accepted for any reason. **A 15% re-stocking fee applies to all returned products from Wholesale Buyers.**

Shipping & Handling charges are nonrefundable and return postage is the Buyer's responsibility.