

Shipping and Returns Policy

Shipping

We can ship to any physical address within the United States. Note: that there are restrictions on some products, and some products cannot be shipped overseas or to international destinations.

When an item is backordered, we will contact you via email or telephone to let you know and will provide our best estimate of an expected ship date. Depending on the shipping provider, shipping date estimates may appear on the shipping quotes page. We reserve the right to choose a carrier or shipping service.

Please note that shipping rates for many items we sell are weight-based. Items measuring over 48" will be considered oversized and are subject to an additional surcharge. All shipping prices given are considered an "estimate" and are subject to change. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.

Returns for defective items or items shipped to you in error:

You may return new, unopened items within 30 days of delivery for a full refund or exchange for the correct item(s) with no additional charge to you (other than a difference in product price). By request, we will send you a prepaid shipping label at our expense.

Returns for reasons other than our error:

You may return new, unopened items within 30 days of delivery for a partial/full refund or exchange for other item(s). A 15% re-stocking fee may be reduced from your refund. If the item (s) being returned for reasons other than our error was shipped to you with FREE SHIPPING, we will reduce the refund amount by the cost of shipping on the original order. Should you request/require a prepaid shipping label, we will reduce the amount of return shipping costs from your refund as well.

You should expect to receive your refund within four weeks from the date your package was signed for by our returns department. 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 your bank to process our refund request (5 to 10 business days).

If you need to return an item, please [Contact Us](#) with your order number and details about the product you would like to return. We will respond with instructions on how to return items from your order. NOTE: A [Return Authorization Number](#) is required for us to accept and process your return.

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