

## **SHIPPING & HANDLING**

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All orders are shipped within 1-2 business days (Monday to Friday), excluding major holidays.

<b>USA</b>	<b>Shipping Method</b>	<b>Delivery Time</b>
1 Bottle	USPS First Class Mail	3 - 5 Business Days
2-6 Bottles	USPS Priority Mail	
7 – 11 Bottles	UPS Ground	
12 – 23 Bottles		
24 + Bottles		

<b>Canada</b>	<b>Shipping Method</b>	<b>Delivery Time</b>
All Canadian orders	Canada Post	3 - 5 Business Days

<b>Outside of US and Canada</b>	<b>Shipping Method</b>	<b>Delivery Time</b>
All International orders	USPS Int'l Air Mail	2-3 Weeks

For all international orders, applicable duties, value added taxes (VAT), or import consumption taxes may be required upon delivery.

## **EXPRESS SHIPPING**

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Express delivery option is available in selected countries. Please contact an AlgaeCal Customer Representative at 1.800.820.0184 or Int'l 1.604.899.2002 for more information.

## **ORDER STATUS**

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If you want to check the status of your order, please use the tracking number included in your shipping confirmation email or contact us at 1.800.820.0184 or email us at [support@algaecal.com](mailto:support@algaecal.com) and we would be happy to assist you.

## **RETURNS & EXCHANGE POLICY**

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Should you ever buy anything from us that is not pleasing to you, you may return any of our unopened bottles for full 100% refund within 30 days of original purchase. A 10% restocking fee will be applied to returns after 30 days up to 90 days of purchase. No returns will be accepted after 90 days.

Shipping and Handling fees are non-refundable.

## **Returns**

For all returns or exchanges, please obtain a **Return Merchandise Authorization (RMA)** from our friendly AlgaeCal Customer Service representatives.

Toll free – 1.800.820.0184 (USA / Canada)

Int'l – 1.604.899.2002

Email – [support@algaecal.com](mailto:support@algaecal.com)

You will receive an email within 24 hours with the RMA number and instructions on how to return your product.

**IMPORTANT:** Packages returned without an RMA number will not be accepted..

## **Exchanges**

Exchanges are handled in the same manner as product returns.

## **ALGAE CAL GUARANTEE**

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AlgaeCal stand behind our service, our customers and the quality of our products. We guarantee our products to be free of defects and will accept any defective item for refund or exchange. We will gladly refund your original shipping cost if you are returning an item because of an error on our part or a defective product. We will always do our best to accommodate your concern as efficiently as possible.