

SHIPPING & HANDLING

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

USA	Shipping Method	Delivery Time
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		

Canada	Shipping Method	Delivery Time
All Canadian orders	Canada Post	3 - 5 Business Days

Outside of US and Canada	Shipping Method	Delivery Time
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

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

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 and we would be happy to assist you.

RETURNS & EXCHANGE POLICY

AlgaeCal wants you to be completely satisfied with your experience so we have made returning or exchanging products easy. Simply contact us to obtain a Return Merchandise Authorization, and return the unused or partially used bottles of AlgaeCal products for full 100% refund within 90 days from billing date.

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

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.

ALGAECAL GUARANTEE

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.