

SHIPPING & HANDLING

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

USA	Freight (USD)	Shipping Method	Delivery Time
1 Bottle	3.95	USPS First Class Mail	3 - 5 Business Days
2-6 Bottles	7.95	USPS Priority Mail	
7 - 11 Bottles	10.95	UPS Ground	
12 - 23 Bottles	15.95		
24 + Bottles	19.95		

Canada	Freight (USD)	Shipping Method	Delivery Time
1 - 6 Bottles	8.95	Canada Post	3 - 5 Business Days
7 - 12 Bottles	14.95		
13+ Bottles	19.95		

Outside of US and Canada	Freight (USD)	Shipping Method	Delivery Time
1 Bottle	10.00	USPS Int'l Air Mail	2 - 3 Weeks
2-4 Bottles	20.00		
5 - 11 Bottles	40.00		
12 - 17 Bottles	60.00		
18 + Bottles	80.00		

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

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

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.