



RETURNS & SHIPPING

***Notice: All terms and conditions are to be as interpreted in English (USA) translation.**

[Versión en francés](#) • [Versión en español](#) • [International](#)

RETURNS POLICY

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You may return unused portion and unopened items within 30 days of delivery for a for a refund less 10% restocking fee. Shipping is at your expense.

You should expect to receive your 90% refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. The 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 quickly with instructions for how to return items from your order.

SHIPPING

We can ship to virtually any address in the world. Note that there are restrictions on some products, and some products cannot be shipped to international destinations.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the shipping provider, shipping date estimates may appear on the shipping quotes page.

Please also note that the shipping rates for many items we sell are weight-based. The weight of any such item can be found on its detail page. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound.