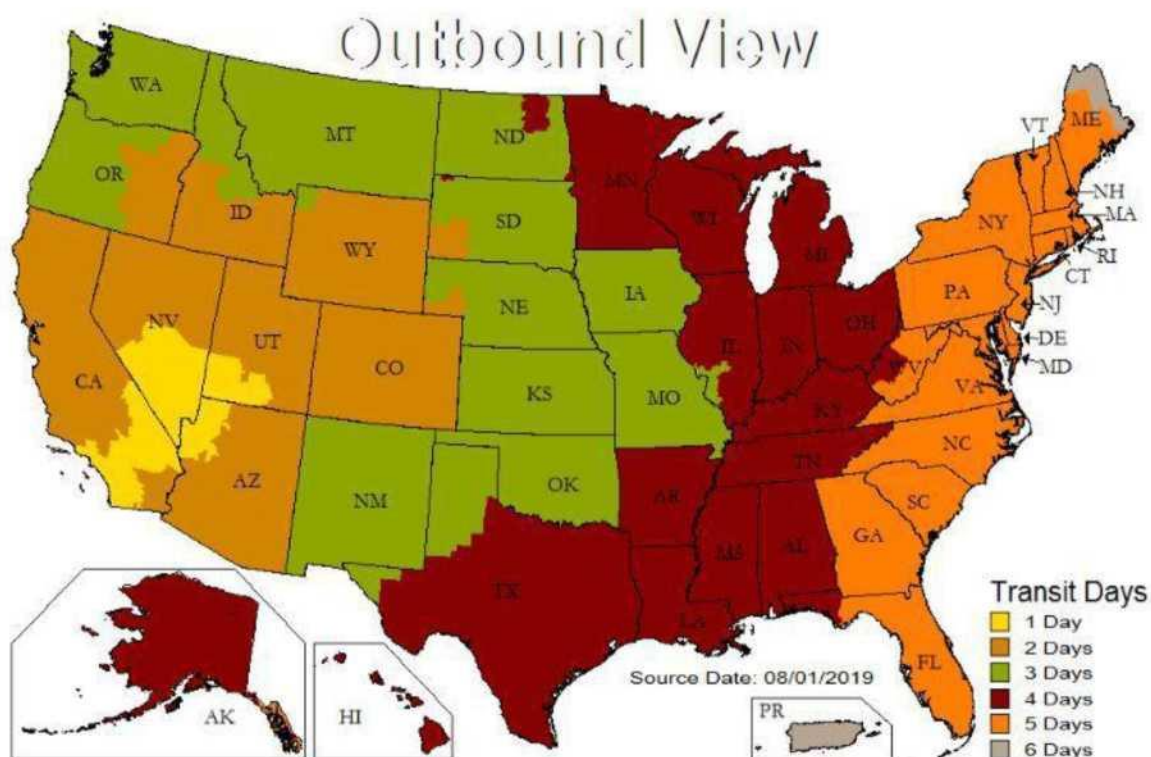


## POLICIES

### **Shipping for Chems, Pads Accessories and Equipment:**

- **U.S. 48 States:**

Please allow between 1 - 6 days for your order to arrive depending on location. All items ship same day (with in-stock items orders placed weekdays before 2:30 PM PST, excluding holidays). See map below for expected ship time via UPS:



Special order items or items shipped via third party (drop ship) may have extended ship times. Encapstore will attempt to contact and notify you of potential delays.

- **U.S. shipping rates for most chems, pads and accessories:**

Most purchases ship flat rate \$14.95 within the continental U.S. for orders up to \$299.99. Some specialty items may have individual pricing that is lower or higher than our standard flat rate.

- **Hawaii and Alaska shipping:**

Please call customer service at 866-974-0202 for Hawaii shipping quotes via UPS or USPS or email [jen@encapstore.com](mailto:jen@encapstore.com)

- **International Shipping:**

We currently ship to Canada only via USPS. Call customer service at 866-974-0202 for a quote or email jen@encapstore.com for Canadian quotes or possible quotes to other countries.

- **Shipping for equipment and specialty items:**

Most equipment and equipment packages (excluding spotting machines, wands and smaller items) ship free via freight carrier to approved commercial locations that meet the following criteria:

- *Freight terminal with merchandise to be picked-up by customer*  
**Or**
- *Commercial location with loading dock*  
**Or**
- *Commercial location with forklift*

Customer may elect to have equipment delivered to a residential address, but will be responsible for all lift gate fees, fuel surcharges and any associated fees required for residential delivery. Encapstore will review delivery status with customer before any equipment is shipped.

*Free shipping available to the lower 48 U.S. States only.*

## **Returns, Refunds & Exchanges**

- **Returns**

All chemical, pad and accessory sales are final with the exception of damaged or defective merchandise. Defective or damaged chems, pads and accessories may be exchanged upon review by Encapstore. Proof of purchase required.

Equipment and select accessories such as wands are subject to manufacturer policy and approval for any return or exchange and must be requested within seven days of delivery. Re-stocking and shipping fees may be applied. Proof of purchase required.

- **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we (or the manufacturer) have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, less any fees, within a certain amount of days.

- **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at 866974-0202.

- **Exchanges (if applicable)**

Exchanges for defective or damages chems, pads and accessories are shipped upon review and approval of customer claim.

**Please contact customer service at 866-974-0202 if you have any questions.**