

SHIPPING POLICY

Preferred Shipping Methods:

Freight

UPS

We can ship any carrier, just ask.

All Shipments FOB Buffalo, NY 14207 unless otherwise quoted. Shipping charges are additional and added to the order total. We will not know exact shipping charges until order has been packed and shipped. All orders will ship fastest and most economical way. Shipping estimates are available upon request; however actual charges will vary depending on weight and dimensions of completed order.

DROP SHIPPING & FULFILLMENT

A wide variety of drop shipping and fulfillment services are available. Please call our customer service department for details.

DAMAGED MERCHANDISE

Inspect your shipment as soon as it arrives. In the event you discover damage, keep all original packaging and materials. All damaged product and packaging must be made available for a claim inspection by a UPS or Freight agent. Please call our customer service department within 5 days of delivery. We will be happy to file all damage claims for you.

RETURN POLICY

Standard Items: There is a 25% restocking fee for returned merchandise. Freight must be prepaid on returns and all returned packages are subject to inspection before final credit. We only credit products that are undamaged and that we are able to resell. Merchandise may not be returned without prior authorization and RMA# from Creative Plastics.