

## CRYSTAL NATION LLC SHIPPING POLICY

### **Q. What shipping options do we offer?**

#### **FedEx, Express Saver**

- Shipping Duration: 3 - 5 business days, includes package tracking
- Only available within the continental United States

#### **United States Postal Service, Priority Mail**

- Shipping Duration: 4 - 7 business days, includes package tracking

### **Q. Do we ship anywhere outside the continental U.S.? If so, are there any restrictions to shipping internationally? And, how long will it take to get here?**

Yes, we can ship anywhere in the world. You can place your order through our website. On our website, [www.crystalnation.com](http://www.crystalnation.com), place the items you want to order in the shopping cart. At the bottom of the shopping cart there is a box where you can enter your country, state and postal code to get your shipping cost. You will see that your only shipping option is FedEx International. With FedEx International you will receive a tracking number for your package and FedEx also pays the customs fees. Other taxes and duties may apply (depending on the country in which you live). We do not have control over your country's customs policies or the duties and taxes they charge.

[Note to Canadian Customers: Orders to Canada are subject to other taxes and customs fees as required by the Canadian Government. Packages sent to Canada can sometimes take several weeks to get through Customs.]

**Orders to Alaska and Hawaii can only be sent via US Mail (not FedEx).**

### **Q. Are shipping fees refundable if I return my product?**

Once a package is shipped we cannot refund the shipping cost. If you return your product, you are responsible for the cost of shipping it back to us as well as the original shipping fee.

### **Q. Can I have my order shipped to a different address or more than one address?**

During the checkout process you will have the option to enter the "ship to" address. You may ship it to a different address other than your billing address, as in the case of sending a gift to someone else. You can only ship to one address. If you want to ship to more than one address, you will have to place separate orders for each address. Shipping/handling charges will apply to each order.

### **Q. How can I find out what my shipping/handling charges are before I place my order?**

Add the items you want to purchase to the shopping cart. At the bottom of the shopping cart page enter your country, state and zip code and click the quote button to get the shipping costs and methods available for your order. You can add or remove items to the shopping cart to see the shipping differences.