



# Richlite Shipping + Return Policy

## What is your shipping policy?

We accept orders 24 hours-a-day, seven days a week. Orders are then processed (pending credit card approval) and shipped from our Washington state distribution center. Free freight for all USPS or UPS Ground shipments over \$125. For an additional charge, we can also ship Second Day Air or Next Business Day air.

Orders placed Monday through Friday before 11 AM PST will begin processing the same day (holidays not included). Orders placed after 11 AM PST will begin processing the following business day. Orders placed during Saturday, Sunday or on holidays will begin processing the first available business day. We do not process orders over the weekend nor on holidays.

## Shipment Confirmation + Order tracking?

You will receive a shipment confirmation email once your order has shipped containing your tracking number(s).

## Do you ship internationally?

Currently, we only ship orders within the U.S., U.S. territories, Mexico, Canada and APO/FPO/DPO addresses.

## How do I cancel, change or exchange my order?

Because we begin processing your order immediately, we do not offer cancelations nor changes. For Richlite material purchases such as small sheets (12"x12"), fingerboards or samples, all sales are final. If you would like to change/exchange your order on Richlite OEM merchandise such as cutting boards or eye wear, it is easier to return the shipment and order new product.

## What is your return policy?

We only allow returns for OEM Richlite merchandise (cutting boards, eye wear, etc.). We do not allow returns on the Richlite material (small pieces, fingerboards, etc.) or sample boxes.

## Refused Shipments?

If you decide to decline any shipments from shop.richlite, you are responsible for the original shipping charges and the cost of returning the package to Richlite.

## Product Damaged?

If your product is damaged during transit, please contact shop.richlite directly and we will file a claim through our shipping carriers. Please save all packaging materials and damaged goods in order to process the claim appropriately.



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### What payment methods do you accept?

Shop.richlite accepts: Visa, MasterCard, AMEX, and Discover

### Do you offer will call for web orders?

Yes, we do provide will call service.

### When will my order ship?

Orders placed Monday through Friday before 11 AM PST will begin processing the same day (holidays not included). Orders placed after 11 AM PST will begin processing the following business day. Orders placed during Saturday, Sunday or on holidays will begin processing the first available business day. We do not process orders over the weekend nor on holidays.

### Do you ship to APO/FPO addresses?

Yes, we ship to APO/FPO/DPO addresses.

### Customer service contact information?

The Richlite customer service number is 253-383-5533. You can also send us an email at [shop@richlite.com](mailto:shop@richlite.com).

### Hours of Operation?

Hours of operation are Monday through Friday 9am – 4:30pm PST

### Credit Card refunds?

A full refund, excluding **shipping** charges will be issued on products excluding Richlite material (small pieces, fingerboards, etc.) or sample boxes within 30 business days. A refund will be issued to the original form of payment.

### Refunds on shipping?

Shipping will not be refunded on orders.