

## Delivery and Returns for The Stillwater Group LLC Web Products from [thestillwatergroup.net](http://thestillwatergroup.net)

### Delivery and Returns:

#### DELIVERY

Delivery includes U.S. Only Shipping

At this time, we cannot ship or bill orders outside of the United States, or accept credit cards issued from a bank outside of the United States.

However, we do ship to the following addresses outside the United States:

- U.S. Territories – American Samoa, Guam, Marshall Islands, Federated States of Micronesia, Northern Mariana Islands, Palau, Puerto Rico, and U.S. Virgin Islands

Orders to these addresses may take longer to arrive than the listed delivery times. Customers are responsible for any applicable duties and taxes levied on the delivery of their orders and, except as set forth in the Terms and Conditions for all charges related to returning or exchanging Products.

### Delivery and Returns:

#### Shipping Options

Normal US Postal is \$5.00 or FREE on orders over \$75

Customers can typically expect delivery within 5-7 business days after the order is processed, pending credit card or PayPal approval.

#### Or UPS Options include:

##### ***UPS Ground Service \$8.95***

Customers can typically expect delivery within 2-5 business days after the order is processed, pending credit card or PayPal approval.

HI and AK customers please allow for an additional delivery time when choosing this method of shipping.

##### ***2-Day UPS Air Service (\$15.95)***

Customers can expect delivery within 2 business days on orders placed prior to 3 pm EST Monday – Friday, pending credit card approval. Orders placed after 3 pm EST will ship the following business day.

##### ***Next Day Air UPS service (\$35.95)***

Customers can expect next business day delivery for orders placed prior to 3 pm EST Monday – Friday, pending credit card approval. Orders placed after 3 pm EST will ship the following business day.

### Delivery and Returns:

#### Additional Notes:

Business days are Monday, Tuesday, Wednesday, Thursday, and Friday. Holidays and weekends are excluded.

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### Delivery and Returns: RETURNS

#### Returns Procedure

All sales are final and NON-REFUNDABLE unless there is substantial proof of a damaged product upon arrival.

You should obtain a receipt for your return package from USPS, which can be used to track the item(s) you are returning, should for some reason they do not arrive at our warehouse. We, unfortunately, cannot accept liability for returned goods that we don't receive, or for those that get damaged in shipping on their return.

In all cases, except where an item is faulty, the item(s) returned must be in their original and sellable condition.

This includes all packaging and labeling. Please take pictures of the item with the box for additional proof of the faulty issue.

The initial SHIPPING & HANDLING charge incurred in ordering the Product(s) being returned IS NON-REFUNDABLE (unless otherwise stated).

If proven to be an issue of the product sent, we process refunds for products within 14 days of receipt and will notify you by email when your return has been processed.

In the odd instance that items have been shipped to you that do not conform to your original order, we will refund your both your shipping & handling charge incurred in ordering the Product(s) being returned and return postage. Please use the USPS returns label provided on your receipt (retaining your proof of postage for reimbursement).

Sorry, but items purchased from [thestillwatergroup.net](http://thestillwatergroup.net) may not be returned via any of our retailer partners, as selections and styles vary from retailer to retailer.

If you have any difficulty or have any other queries regarding the returns service, customer services will be able to assist at brandon (at) [thestillwatergroup.net](http://thestillwatergroup.net) Please send all returns to the following address:

#### **Thestillwatergroup.net Returns:**

145 Upper Lake Drive,  
Easley, South Carolina, 29640