

## International Orders Instructions and Information

1. Please provide a phone number on your order. We cannot ship without it. US Customs require a phone number on all documentation sent with your order. If you fail to provide a phone number, this will only delay your order.
2. The shipping fees you pay with your order may be more than the actual costs. If there is an overcharge, we will refund that amount to your credit card or Paypal account the day your order is processed for shipping and send you an email notifying you of the overcharge and the amount credited.
3. Any custom fees associated with your order are your responsibility.
4. All international orders are shipped US Priority Mail and should arrive within 2-3 weeks or less. However, orders may take longer due to customs processing.
5. Orders to Canada can be shipped UPS for faster delivery, but you will need to call our office at 800-472-2311 for those rates and to make arrangements for this shipping option. Please know that there are extra fees with UPS and you may be charged a delivery fee by UPS in addition to the custom fees.