

## **Customer Service**

**800-966-9626**

## **Payment Options**

VISA, Mastercard and AMEX are accepted. Credit cards issued outside the US are not accepted.

## **Order Processing**

Garston ships standard orders via regular UPS ground. Although our website accepts orders 24 hours a day, 7 days per week, online orders are only processed during our normal hours of operation 8am – 4pm M-F EST. Any orders received on a Saturday, Sunday, or major holiday will be processed on the next business day.

Most orders received before **4:00 pm EST** will ship the same day. Orders received after 4:00 PM EST will ship the next business day. These ship dates are contingent upon inventory levels. If you require expedited processing of your order, you must contact our office during normal business hours. Expedited UPS services are available in some areas and must be prepaid by the customer.

Out of stock or backordered items will be shipped as soon as they become available. The customer has the right to cancel any order before it has shipped.

Garston cannot guarantee a time of delivery. Any and all shipping times are only an estimate. Drop shipped items may require additional shipping time.

## **Order Cancellations**

All orders are automatically processed through our secure merchant processor and sent for shipment as soon as they are placed. During this process we incur irreversible fees. As a result, if your order is canceled before it has been shipped, you will be assessed a 10% cancellation fee. This fee will be assessed before credit is credited. If you cancel your order after it has been shipped, please follow our return policy. The cancellation will be treated as a return with all applicable fees. Orders which are refused at delivery will be assessed all of the applicable fees listed above including restocking, cancellation, shipping and other applicable fees.

## **Returns**

Garston offers a 30 day limited return policy. If your product was damaged in transit, please contact Garston to open a claim and receive a replacement product. Restrictions: Returns are accepted only if a product has not been used, unless it has been pre-authorized by Garston. You must contact us within 30 days of receipt of the product to receive a refund. Garston will refund the full amount of the product (less any restocking fees), but not the cost of shipping. Customers are responsible for all return shipping charges. Return shipping must be through a carrier that provides tracking information.