



SHIPPING & RETURN POLICIES

SHIPPING

Most items on our website will process in 2-3 business days if the order is received by 10:00 am EST and will ship out UPS standard ground rate. Special orders may take 1-8 weeks to receive. During peak months of May, June and July orders may take longer to ship.

Many orders will qualify for the \$15.00 flat shipping charge. Due to shipping dimensions, quantities, weight, hazmat or expedited shipping requests, some orders will require additional freight charges. **In these cases, a representative will contact you within 3 business days to advise of additional shipping charges.**

State sales tax may be applicable.

All prices are F.O.B. origin (freight is additional).



RETURNS

Merchandise must be returned within 30 days of original purchase. To return a product to CT Custom Aquatics for credit, you must include a Return Authorization Number and proof of purchase. Call us at 877-772-4126 to obtain a Return Authorization Number before you ship a product back to us. Please include this Return Authorization Number on the outside of the package being returned and please ship all items prepaid via UPS. All returned items must be in original packaging and in new condition. Returns may incur a restocking fee. Shipping and handling charges are not eligible for credit.

Please return items to:

CT Custom Aquatics
8 Massimo Drive
North Haven, CT 06473