

Shipping & Returns ~ updated 2-2012

Products are shipped by USPS. Large orders to the West Coast are shipped Fedex Ground.

1. **Shipping cost** is based on weight, and the shipping zone being shipped to, unless we are offering a flat rate savings.
2. **Express Mail, \$20.00**, arrives next day or the day after in more remote areas. Can only be used up for to 3 shower bags, or up to 1 dolphin and 2 shower bags, or up to 1 whale and 1 shower bag.
3. **International orders** can be shipped first class if under 64 ounces. This is the least expensive way to ship internationally. Shower bags weigh 6 ounces, pail bags weigh 11 ounces, dolphin bags weigh 18 ounces, whale bags weigh 29 ounces.
4. **APO orders** under 64 ounces ship out first class. See above for different weights of bags.
Please do not use the country in the address, ie., Iraq, because the Post office will try to ship it to Iraq, not to the APO address, and your parcel will be returned to us.

All products sold by Saltwater Canvas are new and are manufactured to meet the highest industry standards.

Shipping damage: Customers should file a claim to their carrier immediately.

Order Discrepancies: Wrong or missing item info should be emailed to Saltwater Canvas: contact@saltwatercanvas.com

RETURN FORM

SEND THIS BACK WITH YOUR RETURN

Name of buyer _____ Order Email address used: _____

Shipping Address: _____

Order Number (Amazon number or 4 digit Saltwater Canvas order number) _____

Reason for return _____

Credit charge card on file Replace with same item Replace with different item . Fill out below:

Please send: Item name _____ Item color _____

Ship the product back to us, usually a Tyvek priority mail envelope works well, and is available at your post office. Beach bags easily fold into fourths to put into the Tyvek envelope. Send to:

Saltwater Canvas
8 Bunny Circle
Newton, MA 02458
Attn: Returns

Non defective items may be subject to a 15% restocking fee.

Defective return does not include returns for incompatibility, ie., too big, too small, don't like color. Custom bags are not returnable.

There will be **no refund for shipping** unless the wrong item was shipped.

We will replace any product that is deemed defective.

This warranty does not cover conditions resulting from mishandling such as misuse, abuse, accident, or alteration; or surfaces and other exposed parts that are dirty or worn due to normal use.

Please Note: your packing slip shows the item that you ordered. If your packing slip says "blue whale bag", you entered "blue whale bag" when ordering. These packing slips are a permanent part of our records. If your packing slip says "blue whale bag", and you receive a red whale bag, then we will send you a blue whale bag because it was our error.

When your return has been received and processed, we will credit your account or ship you a new item.

=== THANK YOU ===