

## Shipping & Returns Policies

### Standard Shipping Policy

Enjoy \$4.95 standard shipping within the United States, as well as to A.P.O. and F.P.O. addresses that serve U.S. military personnel abroad for all retail orders.

Standard orders are processed once credit card authorization and verification have been obtained. Orders shipped via standard delivery typically arrive in seven (7) to fourteen (14) business days (Monday through Friday, not including holidays).

Our Standard Shipping also applies to the U.S. Territories of Puerto Rico, American Samoa, the Mariana Islands, Guam, and the U.S. Virgin Islands.

**Express 2<sup>nd</sup> Day Shipping:** Express Shipping costs an additional \$18.95 per address and requires pre-approval either via email, phone or fax.

Orders placed with Express Shipping by 12:00 pm (noon) ET will ship by the next business day, pending credit card authorization and verification. Express orders usually arrive two days after the ship date. Express shipping to Rural Routes and remote locations usually arrive within 3 to 4 business days after the ship date. Express Shipping is not available for Alaska, Hawaii, U.S. territories, P.O. Boxes, A.P.O., or F.P.O. addresses.

**Shipping Carriers:** We determine the most efficient shipping carrier for your order. The carriers we use are the U.S. Postal Service (USPS), and FedEx.

Please note that at this time we do not ship to addresses outside of the U.S.  
(That means no delivery to Canada.)

### Refund/Exchange Policy

We offer an unconditional 30 Day Money Back Guarantee on every product we offer. Please call customer service at 1.800.421.7179 or email orders@barmedia.com, in advance to obtain an RMA number (Return Merchandise Authorization) within 30 days of purchase date.

Return merchandise **with** RMA number to:

BarMedia • 1665 E. 18<sup>th</sup> St., Suite 106 • Tucson, AZ 85719

**NOTE:** Refunds sent with no RMA number, or mailed to the wrong address will be returned to sender.

### Order Cancellation Policy

Please submit any **cancellation** via email to [Cancelorder@barmedia.com](mailto:Cancelorder@barmedia.com) or call on our business phone at 1.800.421.7179.

Email cancellations must contain the following: First name, last name, order number, and email address. This information must be identical to the information originally submitted on your order. Please provide contact information so that we may contact you if we have questions in regards to canceling your order.

Every effort will be made to accommodate the cancellation of your order, providing your order has not been charged and/or shipped out. In the event that a cancellation was submitted (via email or phone), and your order was shipped out after, we will gladly refund the complete balance charged including shipping. However, if the cancellation was documented as received after the order was shipped, we will refund the merchandise total less shipping charges.

### Warranty Policy

**Shipping Costs:** Customer assumes all costs in shipping to us, and we assume the cost in shipping back to the customer. All replacement/repaired products are shipped Fedex Ground unless other arrangements have been made. The cost of such a shipping upgrade is to be paid by the customer prior to shipment.

**Warranty Procedure:** We suggest you contact our customer service department to determine whether the item is indeed defective before shipping. Then make an online return merchandise authorization (RMA) request via our contact email. See Return Policy for more details.

**90-Day Warranty:** All products (unless specifically stated otherwise), carry an implied, industry-standard 90-Day warranty against defects due to manufacturing or failure. Warranty does not include any use of the product that does not fall into the designed use of the product as intended by the manufacturer.

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