



## SHIPPING POLICY

SHIPPING METHOD	DELIVERY TIME	ORDER SUBTOTAL	SHIPPING CHARGE
Standard	3-10 business days	\$74.99 or less	\$9.00
Standard	3-10 business days	\$75 +	FREE

To qualify for Free Shipping the sale and full price merchandise in your order must total \$75.00 or more. Clearance items, Gift Cards, shipping fees and sales tax are not counted towards the merchandise subtotal. Only one promotional code can be used per order. Free Shipping promotion may not be combined with any other offers unless explicitly noted.

There is no expedited shipping outside the 48 states. We do not offer Two Day or Next Day delivery to International Countries, Alaska, Hawaii, Guam, Puerto Rico, U.S. Virgin Islands and Military bases.

There is no expedited shipping on Gift Cards.

## WHERE WE SHIP

### UNITED STATES (48 CONTIGUOUS STATES)

We strive to get your merchandise to you as quickly as possible. The cost for shipping is only \$9.00 for your entire order in the 48 contiguous United States. Most orders are shipped the next business day after they are placed. We ship all orders in the continental US via UPS. Orders arrive within 3-10 business days.

### HAWAII AND ALASKA CUSTOMERS

The cost for shipping is \$24.95 per order. Items going to Hawaii and Alaska are shipped via UPS Air and arrive within 7-10 business days.

### US VIRGIN ISLANDS, PUERTO RICO AND GUAM CUSTOMERS

The cost for shipping is \$24.95 per order. Your order will ship via UPS from our facilities to our international shipping station in Connecticut where the merchandise will be inspected and then reshipped out to you via the United States Postal Service (USPS). Please allow 1-2 weeks for delivery.

### INTERNATIONAL COUNTRIES

International Shipping | Customs, Duties, Tariffs, Taxes and Value Added Tax (VAT)

You will receive a price quote from a TUNASKIN Representative in U.S. currency for shipping fees including any applicable fees, duties and taxes applicable to the country you selected at checkout. The price quote for any applicable fees, duties and taxes is based upon the laws and regulations of the country to which the order is shipping.

The amounts are typically determined based on a combination of factors that may include:

- The merchandise's country of origin or manufacture
- The merchandise classification, using a system adopted by the countries that we ship to
- VAT rates are set by the country to which the order is shipping

## INTERNATIONAL RETURNS & EXCHANGES

We cannot offer merchandise exchanges on orders shipped internationally. Orders shipped internationally cannot be returned to our stores. Refer to our section on [Returns and Exchanges](#) for our full return policy. Send your item via traceable method to the following address:

TUNASKIN Inc.  
28210 Old 41 Rd. #302  
Bonita Springs, FL 34135

Sorry, we cannot accept COD deliveries

### Returns—Customs, Duties, Taxes & VAT

Unfortunately, we cannot refund your original domestic and international shipping charges. Additionally, we cannot refund customs, duties, taxes, VAT or tariffs. In special cases, if you are returning a purchase, you may be eligible for a refund of a portion or all of the duties and taxes from your local customs office. Contact that office directly for details.

Note: If you refuse delivery of the shipment, you are responsible for payment of all return shipping fees and any applicable fees, duties and taxes; in this case, all such return shipping fees and any applicable fees, duties and taxes will be billed to the method of payment you used. Shipping fees are not refundable for undeliverable shipments or refused shipments.

## SHIPPING PROCEDURES

### SHIPPING CONFIRMATION EMAILS

We will send you a shipping confirmation email when all or part of your order is shipped that will include the UPS tracking number. You will be sent a shipping confirmation email with a tracking number for every shipment.

### SHIPPING IN MULTIPLE PACKAGES

If your order includes several items, they may ship separately and at different times. So that we can deliver your purchases to you as efficiently as possible, items which ship from the same location are grouped together. Our shipping confirmation emails will let you know how much of your order has shipped.

### TRACKING YOUR ORDER

There are three easy ways to track your order:

- Visit [www.ups.com](http://www.ups.com) and follow the links provided to track your package.
- Call us at 239-330-3388 or send an email to [sales@tunaskin.net](mailto:sales@tunaskin.net). Please provide your order number and contact information.
- You will receive a shipping confirmation email when all or part of your order is shipped. The email will include the UPS tracking number and link for you to track your package.

### DELIVERING YOUR PACKAGE

- We process, ship, and deliver packages Monday through Friday. At this time, we do not offer shipping or delivery on Saturday, Sunday, or holidays.
- Your order may be delayed if your shipping address is different from your billing address (we use this additional time to help ensure the security of your credit information).
- Most items are available to ship in 1-4 business days unless otherwise noted.