

## **Policies – I know, the legal stuff**

By purchasing any items from Alden Carbon LLC, you agree to the policies listed below. Please read them carefully before making your purchase. Thank you, Glen

### **Shipping**

Alden Carbon LLC sells products directly to consumers and some dealers, our products are sold all over the world, so thank you everyone for your support. All items are shipped from Alden Carbon LLC via USPS Priority in the USA (where noted) and USPS First Class international. We do offer other shipping services upon request for an additional charge. We will ship to your address as shown on the PayPal payment notice unless other shipping locations have been sent to us via e-mail ([glen@alden-carbon.com](mailto:glen@alden-carbon.com)). Items shipped within the USA usually leave out shop in 2-3 business days depending on availability with the shipping times typically being 2-3 days. International shipments usually arrive within 9-14 business days after notification of shipping completed. These are rough estimates only, and we cannot guarantee any particular delivery period.

Alden Carbon LLC is not responsible for shipping delays caused by the postal service. The most common reason for a delay is when an international shipment is being processed by customs. Alden Carbon LLC has no authority to expedite this process. If your item is delayed, you can initiate an investigation with the postal service with the tracking number supplied due the shipment notification.

If in very rare occasions, USPS loses a package, we will send a replacement free of charge. No replacements will be sent if a package is merely delayed.

Shipping costs are non-refundable. If your item is returned, warrantied, or refunded for ANY reason, shipping costs will be excluded from the refund.

### **Returns**

Unless otherwise stated, all items are subject to the following return policy: Items may be returned within 30 days of the original purchase date. Item must be in brand new condition and contain all included components. Please e-mail us ([glen@alden-carbon.com](mailto:glen@alden-carbon.com)) and provide all relevant information about your order and the reason for the return.

### **Warranty**

All components are guaranteed to arrive to you free of material workmanship defects and carry a lifetime warranty. Alden Carbon LLC will repair or replace any items determined to not fit the needs they were intended for.

Alden Carbon LLC disclaims all other liability related to or arising out of use of the our products. In no event will Alden Carbon LLC's liability exceed the total purchase price paid for the products.

All modification to your product or failure to follow installation instructions will void this warranty.