

# SHIPPING & RETURNS

## **Shipping Policy**

All orders will be processed and shipped within 2 to 3 business days, unless otherwise stated, after receiving order confirmation. Once shipped, you will receive an email notification.

## **Local Pickup**

Locals will have the option to pick-up their order from the aquarium on weekdays from 10 am to 3 pm. Please have your name and order number ready upon arrival. If you have any questions, please contact [retail@uclueletaquarium.org](mailto:retail@uclueletaquarium.org) for more information.

## **Canada-wide Shipping**

Currently, we offer a \$2 flat rate standard shipping within Canada for our ornaments using Canada Post. Some exceptions apply.

## **International Shipping**

At this time, we do not offer international shipping, please contact [retail@uclueletaquarium.org](mailto:retail@uclueletaquarium.org) for more information.

## **Refunds, Returns, and Exchanges**

We accept returns up to 14 days after delivery, if the item is unused and in its original condition. We will refund the full order amount minus the shipping costs for the return. In the event that your order arrives damaged in any way, please email us as soon as possible at [retail@uclueletaquarium.org](mailto:retail@uclueletaquarium.org) along with your order number and a photo of the item's current condition. We address these on a case-by-case basis and will try our best to work towards a satisfactory solution. If you have any further questions, please don't hesitate to contact us at [retail@uclueletaquarium.org](mailto:retail@uclueletaquarium.org).