

Shipping Policy

Email confirmation of your order and delivery

When you place your order through the online shopping cart there is a field to put your email address. By providing your email address you will receive confirmation of your order, credit card approval, and will also receive another email with the tracking number of your package from the shipper. We only use your email to provide you with important information. Our shopping cart automatically adds up the weight of each item ordered in order to arrive at a total package weight. We reserve the right to adjust or change shipping rate anytime that the shipper had an increase or shipping and handling cost increase.

Shipping Options

We ship worldwide except into war zones. All International orders will be shipped USPS International Priority or Express mail.

We use FedEx Ground or USPS Priority Mail based on order size, for any destination in the US (HI/AK/PR/VI/APO/FPO included). Delivery takes 1-5 business days depending on distance and method used from Midland TX. Standard shipping charge is US\$6.95 flat per destination based on rates as of 01/01/2016. Upon a rate increase, the above-listed rate may be adjusted to reflect the increase. Express service is available upon request for additional charge. Shipments for all address in Canada will be shipped USPS International Priority Mail insurance included for your protection.

Problems with Customs

If your order is Seized by Customs or you, the customer, refuse the order.

If you order products from us that are not accepted by Customs in your country and customs either seize the products or destroys them or returns the products to us destroyed, the loss is the customers and not EZorbCalcium.com. There is no refund for seized or refused orders. At EZorbCalcium.com we have no way of knowing what is legal or not legal in each country. Often, even some products that are accepted in the USA, and even a child can buy, are not allowed in some countries.

Returns from Customs. If the product is undamaged, we will reship to you again after contacting you, if you pay the reshipping cost or we will issue you a refund if the product is resaleable less shipping cost.

If it is not opened and is in a re-shippable condition we will re-ship or give you a refund.

Shipping costs are not refundable.

Returns From Shipper

On rare occasions have had customers enter wrong shipping address or postal code and the shipper returns the package to us. We will contact you for correct shipping information. There will be an additional shipping charge.

Lost Orders

We occasionally encounter the rare situation in which an order is lost. If you have not received your order within 7 days you must contact immediately at

1-432-689-7272 or send an email so we can trace your shipment.