Speed Counts!! Orders are processed 6 days a week, with the exception of major holidays.

We try to ship purchases within 1-2 business days Mon. thru Fri. (& Sat, too) with personalized tracking provided as well!

However, purchases shipped via Economy always go to the back of the line, so sometimes these may get shipped the next day

Light weight orders (0-2 lbs) placed late Friday and early Saturday morning are shipped via USPS (Post Office) on Saturday. UPS (United Parcel Service) orders will be shipped Monday or Tuesday.

The transit time usually is 1-9 business days once shipped for the lower 48 USA if Economy Shipping is chosen.

We select the most cost-efficient carrier to deliver your order once it's ready to be shipped.

Shipping Cut-Off Times:

Economy: 10:30 am the day of purchase (except Sat., then 9:30)

Standard or Higher Shipping: 1:30 pm the day of purchase (except Sat., then 10:30)

Basic Economy Shipping (not recommended for fragile or time sensitive purchases)

Normal delivery time (not counting holiday periods): 3-8 Days

Our primary carrier for Economy Shipping is USPS First Class for light packages.

For heavier packages we utilize UPS SurePost which generally utilizes USPS for final delivery. We also sometimes utilize Parcel Post for unusual shaped or large packages shipped economy.

NOTE: If the delivery location will allow a cost effective upgrade, AAP will do this at our cost.

Please note that UPS nor USPS guarantees these shipping services, as per damages/loss (scan is also considered proof of delivery). Therefore we cannot guarantee it either nor provide customer courtesy return labels (especially since we are generally subsidizing the shipping cost).

Please keep this in mind if purchasing a fragile/expensive item such as a UV Sterilizer or if timely delivery is important and choosing this delivery service.

Note, we package very carefully\* & will certainly try and work with customers if damage ever does occur (which is rare), so that the customer does not suffer ANY loss such as sending any part required to fix breakage that impacts product performance at our discretion (\*please also note that careful packaging does not always protect against dropped packaged as demonstrated on an episode of Myth Busters where the force of impact can cause damage, while the outer package itself does not show damage, this is especially true with quartz sleeves).

But please do not expect top priority handling OR getting shipping labels at our cost for returns (any returns are at buyer cost for shipping with Economy), as we will fix this issue caused by the shipper the most cost efficient way possible since all costs will be coming from our pocket for an issue that is technically/legally not our responsibility.

Please also note that while we will cover losses at our cost (as a ONE TIME customer courtesy especially since damage would have been paid by the shipper had the buyer used Standard or higher shipping), re-shipment costs will need to be paid by customer if Economy Shipping is chosen.

This also applies to returns or free replacements of items purchased, if Economy Shipping is used, shipping will be charged for any replacement of returned item.

By choosing default Economy Shipping the buyer agrees contractually to this and accepts responsibility if choosing this service!

While Economy is offered for most (not all) lower 48 USA shipments, we recommend Standard or higher for better handling of fragile items such as UV Sterilizers (in part due to less changes of "hands" of the package).

Please also note, that we resisted using these SurePost/SmartPost for years, but pressures by customer to offer free shipping forced us to offer a service our owner would not utilize for his own personal packages.

For more information about shipping damage: Return Policy; Damage

PLEASE NOTE; Economy Shipping is NOT available for invoiced or phone orders due to higher credit card merchant fees, employee processing times, and our experience with the risks involved with Economy Shipping.

As Well, if Economy Shipping is used and it falls below the $69.99 threshold, we cannot open shipped orders or alter the order as the costs involved from lost PayPal merchant fees, to label fees to employee time. We cannot cover these costs with an already very low margins of paying all shipping costs for the package.

Standard Ground Shipping, 3 Day Expedited, & 2 Day Air are available (USA) during checkout after initially checking economy (please read further).

Standard GROUND Shipping can be added during Checkout process We use either UPS or USPS Mail (both First Class & Priority) at our discretion, as long as it is a 5 business day or less service (these are not guaranteed services as per time, but these ARE Guaranteed as per breakage/loss). The exception would be that Parcel Post is an option outside the 48 contiguous USA States.

Normal delivery time (not counting holiday periods): 2-6 Days

THIS IS OUR RECOMMENDED MINIMUM SHIPPING SERVICE! (as we only offer Economy due to consumer demands)

There is no need to contact us for this service since it can be changed during the checkout process (at the end of the process, see rates below). See Step #3 in Checkout Tutorial.

1 Day Express Shipping can be done (Guaranteed by Shipper other than weather delays). Because the price of express shipping varies substantially, depending on weight and size we handle it as a custom order. Please Contact Us with your order, exact shipping address and your preferred shipping speed and we will get back to you ASAP For Next Day Air we need you to email us prior to 10:00 AM Pacific time.

2 Day Shipping can be added during Checkout process (Guaranteed by Shipper other than weather delays)

We use either UPS or USPS Express Mail at our discretion, as long as it is a 2 business day or less service. There is no need to contact us for this service since it can be changed during the checkout process (at the end of the process, see rates below).

PLEASE NOTE FOR OVERSIZE DIMENSIONAL WEIGHT PACKAGES additional fees may apply or we reserve the right to ship with a lower service if shipping costs far exceed shipping fees paid. See Step #3 in Checkout Tutorial for 2 Day Air.

Please have these orders in by 1:30 pm Pacific Time to ensure 2 business days delivery time (for example a 2 day shipment placed on Thursday morning will arrive on Monday, assuming Monday is not a holiday)

Saturday delivery can be arranged, but this an additional fee ($15 & up), please contact us if this is desired.

Please note that we reserve the right to ship via Postal Express or other express services (often for HI, PR, or AK), request additional fees for heavy/large box express shipments such as large UV Sterilizers, or to change to 3 day air or refuse to ship via air for certain heavy/large box purchases.

Expedited Shipping (3 Day Air) can be added during Checkout process (Guaranteed by Shipper other than weather delays)

We use either UPS or USPS Priority Mail at our discretion as long as it is a 3 business day or less service. There is no need to contact us for this service since it can be changed during the checkout process (at the end of the checkout process, see rates below).

PLEASE NOTE FOR OVERSIZE DIMENSIONAL WEIGHT PACKAGES (such as large UV Sterilizers) additional fees may apply or we reserve the right to ship with a lower service if shipping costs far exceed shipping fees paid such as for certain heavy/large box purchases. See Step #3 in Checkout Tutorial for 2 or 3 Day Air.

Please have these orders in by 1:30 pm Pacific Time to ensure 3 business days delivery time (for example a 3 day shipment placed on Thursday morning will arrive on Tuesday, assuming Tuesday is not a holiday)

Delayed Delivery; Any package that arrives past the additional guaranteed 3 day, 2 day or 1 day expedited shipping window will be refunded back to the next lower service

An example would be a 3 day expedited shipping service package that goes out on a Monday that should arrive on a Thursday, but arrives on a Friday (or later) will be refunded back to the Standard Shipping rate.

These refunds do NOT apply to Standard or Economy which do NOT have guaranteed windows or when UPS or USPS declares a local emergency from weather or similar that delays ALL packages.

We cannot refund at all for ANY shipment as long as the carrier shows in transit up to 15 days for Expedited & Standard shipments or 30 days for Economy. After this time we can re-ship the product at our cost or we can refund minus the shipping charges (as shipping charges are not refundable to us until a full investigation by the shipper is completed, at which time we can refund)

Further Below you will find our shipping Rates for USA, as well as select international locations.

Signatures are Required for any amount over $750 and requires a Direct Signature. For UPS shipments, they may be called at 1-800-742-5877 to have the package held. We recommend providing a phone number for sales over these amounts. In certain instances, we have been able to waive this requirement for sales under $500, but then we assume all liability.

Please note that this is NOT our policy, rather this is a requirement by the CREDIT CARD companies!!!

If you would like a signature for whatever reason, this CANNOT be done with Economy Shipping, please select Standard or higher shipping or we cannot honor this request.

Select International Shipping, please note certain maximum sales limitations as our International shopping cart is only intended for light, inexpensive orders so as to avoid time consuming invoice quotes for these small/light international orders.

Please see: More information on international orders here.

Also please note that all electrical items we sell are set up for 110-120V unless otherwise noted;

With the TMC AquaRay LEDs, these can be run on both North American 110-120V and International 220-240V with the local purchase of a plug (See LED Page). With other items, pumps, filters, etc. you will need a converter. See our Return Policy Page for returns due to wrong electrical.

Please Provide a Physical Address for fragile (such as a UV Sterilizer) or large purchases, as UPS is preferred and guaranteed but requires a physical address because they cannot ship to a PO Box.

If a PO Box is used, your purchase will go out USPS if light enough (generally under 2 lbs), otherwise it will ship "Sure Post" (please see the Helpful Information Section for further information).

If your package is over 9 lbs, it must go out by UPS and CANNOT ship to a PO Box

In such cases, we will contact for a physical address if a PO Box is used during checkout or send an invoice to ship via SurePost ($14.95). The purchase will be held until either the invoice is paid or a corrected address is provided by email.

If your mailing address is Rural, make sure this is an address that is deliverable for both UPS AND the US Postal Service, especially if Economy Shipping is chosen.

We are NOT responsible for packages returned by the USPS from Rural addresses that do not have regular carrier drop offs. Such packages will be charged any additional fees to re-route the package that we are charged.

You do not have to change your billing address, simply put your physical address in the note section when checking out or Contact Us after your order.

Locations outside the lower 48 such as Hawaii or Alaska are shipped via USPS Parcel Post, First Class, or Priority Mail (depending upon weight) if Standard Shipping is chosen; or UPS Express, or Express Mail if Express Shipping is chosen.

If Standard Shipping is chosen, this can take as much as 10+ business days.

Tracking Information: We provide tracking with ALL Sales!

All UPS Tracking numbers are scanned at the end of each business day. All USPS delivery conformation numbers only shows label transmission and delivery. It is not a full tracking number but a label transmission & delivery conformation number.

Damaged Items, Delayed Delivery, or Non Delivery from Shipping: Please refer to our Return Policy Page;

30 Day Return Policy/Broken, Damaged Shipments Section.

Please note that International Postal Shipping is NOT guaranteed, but we do work with buyers to replace, it you desire full guarantees, International buyers MUST ask for a UPS quote (see the International section later on this page for more)

Any return that requires a re-ship, even if purchased under "FREE SHIPPING", will be required to pay the Standard Shipping Fee, as we subsidize all economy shipping fees.

We Can Combine, Refund or Change Orders for Standard Shipping or higher if the order is caught prior to shipping/processing (for Economy shipping there is a $2 combined order fee prior to shipping/processing).

For Economy, if the order is processed, there is a $4 fee (or $2 if the order is not processed at the time of request) for a combined order or change of shipping method (only if the shipping method is downgraded since we would then be required to re-pack the order).

We will refund any applicable shipping charges during processing.

We CANNOT access your credit card as this is an encrypted secure transaction for the buyers protection (see Checkout Help, https security for more).

To combine an order (if not already shipped), please purchase again online (or request an electronic invoice for the difference if preferred) and then Contact Us us to notify us of this separate order.

We Recycle!

We recycle 90% of our shipping/packing material. This means that there is a good chance the box you get is one we cut from previously received cardboard. This saves not only on land fills, but also even saves in the energy needed to recycle cardboard at recycling centers.

This also helps us keep our employees hours up since we would rather pay them than pay this same money purchasing new boxes and other packing material.

Where's My Deal? Because of the way we calculate the price of our products and shipping (which our "Shipping & Handling" is based on purchase price, not weight), we are not able to offer "deals". However because we use calculated purchase price shipping, multiple item purchases are generally much less than using weight based calculators (such as on eBay). The one exception is for International shipping (only), we do accept requests for custom shipping quotes where we MAY be able to beat the PayPal calculator price (no guarantees though we can beat the shipping calculator price, but we are willing to take the time to try)

We do not negotiate our shipping prices or quotes, especially INTERNATIONAL SHIPMENTS which are already time consuming to process with costs above & beyond the shipping label actual cost.

Our calculated prices are averaged to break even once all costs are factored in, meaning sometimes our costs are more than paid by the customer, sometimes the cost is less that paid by the customer.

As well, this is why some heavy products have higher mark ups, as generally lose $ on each shipment while lighter products (such as our AAP Pro treatments) are marked up less than normal as these items generally come in at lower shipping costs.

As well we generally cap shipping prices and with larger purchases; this provides a deal since we pay the remaining shipping costs. While with smaller purchases the actual cost of shipping is often less than the calculated price, however the time to process these orders is similar and most light/low price items such as dry Medications reflect this by being priced well below normal retail, so your end price is still often quite low.

However with some products, especially "special lot prices" such as Sponge Filters, we do limit the number of items/lots purchased due to loss of all profit on these items if this were not done.

Please also note, we have negotiated rates from shippers just as we have from our product suppliers, there rates as with our product costs are our business, we do not share this with customers

Back Orders If we are out of a certain item, when Economy Shipping is used we cannot split orders and ship "out of stock" items later under the same original shipping charge. Our suppliers charge for re-shipping of back ordered items (as well as minimum order requirements) and we as well must charge for each shipment. So all applicable shipping charges will apply (if any).