***FURTHER INTERNATIONAL SHIPPING POINTS:***

* Customer is responsible for ***all*** duties, tariffs, taxes applied to international shipments by their government. We do however lists costs at much lower amounts than they are to help customers which takes time on our part as we must go out of automatic shipping gear to do this (& often results in shipping losses on our part that we absorb).
* Additional charges WILL apply to fragile/larger/heavy shipments.
* Please note that our intentions of shipping internationally are to provide unique products not often available in international locations, not to ship large quantities of products, hence additional charges for larger orders and most specials (such as Via Aqua Pumps and Sponge Filters) limited to the lower 48 USA
* Additional Charges ***will apply*** as the shipping calculator is only intended for quick calculations shipping charges for small/light orders (such as Wonder Shells, etc.), NOT heavier (such as liquids over 500 mL), or more expensive orders (such as multiple LED lights).  
    
  *Basically our shopping cart is only intended for light, inexpensive orders so as to avoid time consuming invoice quotes for these orders.*  
  ***We ask that heavy orders over 5 kg ask for a shipping quote prior to purchasing:***
  + While the PayPal Shopping Cart will allow the selection of First Class International Shipping for packages over 1.8 kg, the USPS International Shipping will only allow these to be shipped via Priority International  
    Please use the Priority Mail shipping selection where available for any purchase that is likely over 1.8 kg or we will send an electronic invoice for the difference.  
    Sorry for any confusion this might add, we have requested that PayPal fix this glitch many times, but their priorities are no longer with small business development.
  + Any over weight shipment (example 1 kg. Marine Buffer & MOST liquid products) or over sized shipment (example most canister filters)  
    We Reserve the right to partially refund multiple product orders so as to "make" the shipping weight paid for in International Shipping

*International Orders placed via the online calculator exceeding these weights/amounts, will be billed the difference via electronic invoice.*

* **Shipping time** is generally 12-28 days via International First Class & sometimes longer in Canada and often 6-8 weeks in Mexico (packages under 4 lbs/ 1.8 kg); 7-24 days for Priority International (packages over 1.8 kg). In some cases it does take longer due to delays in customs (which are not trackable and usually only show as no movement after leaving US or arriving in destination country).  
    
  Postal Shipping has no guarantees as to time and is not as easily trackable, and with International First Class, the ONLY tracking available shows "drop off" at our local Postal Facility (First Class labels start with an 'L')  
  As well often international customs sometimes can take days or even weeks in clearing packages through Postal Customs; Australia, Germany, & UK especially have a tendency at times to be very slow processing Postal Customs (especially with First Class packages).  
    
  *Unfortunately there is nothing we can do from our side to speed a package through Postal Customs (although with UPS/FedEx we can contact our agent).****AS WELL, once a package has been cleared into another country, we nor the USPS CANNOT track the package****(other than provided internet tracking history), this now becomes the local PO responsibility as well as the****customers responsibility****.*  
    
  It is noteworthy that international shipping is more time consuming & costly process already and attempts to make customs delays OUR issue will result in termination of future shipments with any such customer being blacklisted from future sales or free customer service/help.
* **No Shipping Guarantees on International Shipping** unless shipped via UPS. *First Class Postal Shipping (USPS, Canada Post, etc.) is NOT guaranteed for international (This includes time in transit).* So PLEASE consider this before purchasing a fragile item (even a filter!), or if time sensitive.  
  Priority Mail has some guarantees, but claims MUST be filed by the recipient.  
  For a UPS quote please contact us via the [Contact Form](https://www.americanaquariumproducts.com/ContactUs.html#form) (with an itemized list) and shipping information for a custom invoice if interested (Please note that UPS/Fedex can often cost 2-3 times for shipping to international locations).  
  Thankfully problems are rare, although we have had statistical anomalies of higher than normal shipping problems in certain areas such as all of Brazil & occasionally Quebec Canada.  
    
  If an international shipment and a forwarder is used, we can only make claims up to this address, so ANY and ALL claims must be made by your forwarder once it arrives there broken.  
  After this, the breakage is 100% the responsibility of the forwarder and must be handled by them (we can provide an invoice for cost of damages and discount it too as a one time customer courtesy after proof of damage is provided).

* While quite rare: If your order is damaged or lost via Postal Shipping, ***we will still attempt to meet the customer part way in replacement (at our cost or less but not the actual shipping)***.  
  HOWEVER please understand we offer the choice of better shipping and making a purchase via International Postal Shipping **IS A CONTRACTUAL AGREEMENT** that the buyer accepts these risks in lieu of the lower cost to ship.  
    
  Some fragile items such as the [TMC 110 PRO UV](https://www.americanaquariumproducts.com/TMCUVSterilizer.html#110watttmc) we will refuse to even attempt to ship via Postal shipping due to value, fragile nature, and poor Postal handling record (& refusal to honor even paid shipping insurance).
* Please Note that all our electrical devices are 110-120V, so these pumps, filters, Sterilizers, Lights, etc. will not work in the UK, Australia, etc. unless you have step down transformer and all returns for this reason will not include shipping and be charged a 15% re-stocking fee.
* All shipping quoted is via either USPS First Class or Priority Mail (First Class under 4 lbs) and is the cheapest method we can ship but has *no guarantees.*  
  We can also quote via UPS with a better guarantees and time, but be aware prices are higher.
* We only have a contract with UPS and USPS (US Postal Service). If FedEx or DHL is preferred, this would be the responsibility of the buyer to arrange.  
  Please note that DHL has severely curtailed their presence in the USA, so special pickup requests and paper work is generally required, which adds to our costs and will be billed to the customer/buyer.
* ***Please note*** that the maximum box size for Priority Mail Shipping to Canada is Girth + Length= 108 inches.  
  For all other locations the maximum box size is Girth + Length = 79 inches.  
  The result is many large products such as the SunSun HW304 canister filter CANNOT be shipped to International locations other than Canada; UPS shipping, often at rates of just under $500 for this filter is your only option!!
* Please make sure your address is correct as the few international that have been returned were due to incorrect address.

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**Special Request International**

We can do special request international orders to Countries not [listed above.](https://www.americanaquariumproducts.com/ShippingandReturnPolicy.html#international)  
  
Failure pay for international shipping fees with the exception of article downloads will result in immediate refund of any purchase (this refund usually takes 3-6 business days to show up as a credit to a credit card account).  
  
Please contact us via our [Contact Form](https://www.americanaquariumproducts.com/ContactUs.html#form). You need to include the items you would like and quantity of each and your shipping address.  
  
We always give the best shipping price our shippers provide; ***Please do not*** request different shipping methods (other than International mail or UPS) or make constant change of product requests while bargain hunting for the best shipping, as the time to package and re-package for international orders is very time consuming.  
Often these requests are for products that we have less than $5 profit for (such as medications) and spending an hour attempting to accommodate such requests costs more than we make on the item.  
Such requests will be rejected & further emails will be ignored  
  
Also please note that if your country is not in our check out cart or is a blocked country, even downloads will not be able to be performed with success. All that will happen is your credit card will be authorized, but not charged as per standard credit card procedures for a blocked transaction.

**All Orders that are placed without shipping calculated will be refunded.**

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**Helpful Information**

* **Please Note** that UPS Labels are scanned at the end of the business day (so a UPS package "shipped" on a Sunday will **not** show tracking until the end of the day on Monday) & USPS tracking only shows our electronic label transmission and delivery (not pick up)!
* **Parcel Post or UPS Sure Post** is used to ship some orders (generally Rural, and occasionally Alaska, or Hawaii orders) or where a PO Box is used. This can take a few extra days depending on location (as long as 7-8 business days).  
  *Please note that we do not charge the $6 extra for rural addresses unlike most websites, so please understand the use of these shipping methods are meant to defray the higher shipping costs to such locations of which we do not pass on to customers!*  
  If you have a Rural Address and need a package over 1 lb. sooner, we suggest using one of these methods:
  1. Send us a note with your purchase (via the note to merchant section in checkout or via email) and we can send an electronic invoice for $6 to cover these additional fees charged for a rural address
  2. Utilize a Private Mail Box (PMB), these are often more cost effective than a PO Box and allow your packages to be delivered via UPS or UPS to a secure, signed for location.  
     Such as [Speedy Pack & Ship](https://speedypackgp.com/) in Grants Pass, OR
  3. Use 2 Day Air or Expediated (3 Day Air) at the end of the checkout process, (our 2 & 3 Day shipping rates are often 40% lower than other websites, because we pass on our excellent volume discount to our customers)
* **Your Email with Tracking:** We send a personal email with tracking information after processing all orders. This is usually sent within 24 hours of receipt of your order. If you did not receive this email please **Check your Spam Folder**.
* **Change of Address Once Shipped or Failure to pick up as Postal Facility:** UPS can change the delivery address up to 24 hours prior to deliver, however we are charged a fee and will require a payment from you to pay this fee ($15).  
  USPS cannot re-route packages once shipped. If shipped via USPS or SurePost and an incorrect address was provided, we suggest contacting the local USPS office of the incorrect address. If returned back to us, we are required to purchase a new label and we must charge for this.  
    
  *Unfortunately we are NOT responsible for incorrect addresses, and since customers often switch locations for shipping (such as sending to business, one time, a gift another, etc.) we have no way to guess which address is correct other than the address provided at checkout which we are legally obligated to ship to as per our Credit Card Merchant agreement.*  
    
  All returns for incorrect address or failure to pick up at a Postal Facility will be refunded for the product only, ***NOT the shipping label*** as we cannot get a refund from UPS or USPS and in fact often may pay a return fee to UPS.  
    
  **Any return that requires a re-ship for whatever reason**, even if purchased under "FREE SHIPPING", will be required to pay the Standard Shipping Fee, as we subsidize all economy shipping fees and we cannot pay these fees twice

If a refund is desired once we get back an undeliverable package, the refund will be include ALL return fees along with the terms of a refund, such as 85% of purchase price for Economy shipping since we absorb most, if not all shipping costs.  
Please note, we are required by law/contract as per our Credit Card Merchant agreement to ship to the address provided. By purchasing via AAP, the buyer assumes responsibility to provide the correct address (& check before submitting). Any requests for refund once shipped will be denied and any charge backs will be denied since we are only following the rules laid out contractually for us. Any charge backs filed will result in refusal of any future sales by AAP

* **Drop Shipments:** From time to time we are required to do a drop shipment. If this is the case you will be notified after we receive your order, but no action is required on your part. We will then email you when we receive tracking information.