Shore Measuring Systems, a Division of CTB, Inc.
Shipping & Returns Policy

Shipping

Shore Measuring Systems, A Division of CTB, Inc. ("CTB") can ship products worldwide. Note that there are restrictions on some products, and some products cannot be shipped to international destinations due to trade embargoes imposed by the United States government (see CTB Terms and Conditions of Sale).

When you place an order, CTB will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the shipping provider you choose, shipping date estimates may appear on the shipping quotes page.

Please also note that the shipping rates for many items CTB sells are weight-based. The weight of any such item can be found on its detail page. To reflect the policies of the shipping companies CTB uses, all weights will be rounded up to the next full pound.

Claims for missing items or items damaged in transit must be received by CTB within ten days of the date of shipment.

Returns

You may return most new, unused products within 30 days of shipment for one of the following, at the sole option of CTB: repair, replacement or refund. A restocking fee may apply – see Web Site Terms & Conditions of Sale for further details.

CTB will reimburse the return shipping costs if the return is determined by CTB to be the result of an error on the part of CTB.

Product Returns Procedure:

1. Call CTB Customer Service at 800-837-0863, or e-mail sales@shoremeasuring.com, and request a Return Merchandise Authorization ("RMA") number.
    a. Note: Only CTB pre-authorized returns will be accepted.
2. Place the product, along with any supporting materials and accessories, in the original box, and place the box into a shipping carton.
    a. Note: Only products which include the original supporting materials and accessories will be accepted. Examples of these items include, but are not limited to, warranty cards, manuals, software and/or product hardware accessories.
    b. CTB is not responsible for personal data or items left in returned merchandise.
3. Write the RMA number on the outside of the shipping carton.
4. Ship the product via insured courier to: Shore Measuring Systems, A Division of CTB, Inc., 1301 Crystal Avenue, Kansas City, MO 64126 USA.
    a. Note: CTB will not accept product which has been damaged during transit. The shipper is responsible for obtaining the appropriate insurance and/or tracking services to ensure the product's safe and timely arrival.