

UNIVERSITY-GEAR STORE POLICIES

HOURS OF OPERATION

For order status information or other assistance with an order you have already placed on this site, please contact University-Gear Store Support at support@university-gearstore.com or 1-888-240-2308 between the hours of 8:00 am and 5:00 pm central time Monday through Friday.

SALES

The University-Gear Store sells and ships products only within the continental United States, Alaska, Hawaii and Canada. For all other destinations, please call: 1-888-240-2308 between the hours of 8:00 am and 5:00 pm central time Monday through Friday.

No shipments can be made to PO, APO or FPO addresses.

SALES TO END USERS ONLY

The University-Gear Store ships products to end user customers only.

ORDERING

We accept Visa, MasterCard, American Express and Discover Card.

Sales tax will be added to orders shipped to Minnesota addresses only.

Contact us to confirm item availability and transit time. Typically, in-stock orders will ship the next business day unless expedited shipping is selected at checkout.

You will receive an email confirming your order and another email once the order has shipped. Tracking information will be included in the second email.

Same day shipping is available depending on the time of order receipt, item availability and shipping method requested. Rush fees may apply.

Online orders placed after business hours or over the weekend will be processed the following business day.

RETURN & REFUND POLICY

With the exception of items damaged in shipping, University-Gear Store does not accept returns of products sold through the storefront without an RMA.

Policy: All returns to University-Gear Store are subject to advance approval from University-Gear Store in the form of a Return of Material Authorization (RMA). If we approve your return, we will assist in its replacement or issue credit toward future purchases. Returns made after 30 days are not allowed. The amount of credit is equal to the original purchase price, less applicable freight charges minus a 15% restocking fee.

You are responsible for shipping charges including risk of loss and damage for any return shipment. If you fail to return product within the applicable Return Policy Period or are unable to meet the following return policy guidelines, the product is considered accepted by you and not returnable.

Return Process: All returns must include a University-Gear Store Return Material Authorization (RMA) number. If the return meets all University-Gear Store return guidelines, you may obtain an RMA number by contacting University-Gear Store Customer Service Department at 1-888-240-2308 or by email at support@university-gearstore.com. In order to expedite a return, please have your order number and shipping information on hand when requesting an RMA number.

Return Material Processing: All materials returned to techbarn.com must go through an inspection process that determines what material is resalable and what material is unsalable. This usually takes place within one week of receipt. Material that is deemed to be resalable will be put back into inventory and credit will then be issued back to the customer.

Once the RMA number has been issued, please note:

RMA numbers issued will only be valid for 30 days. Products authorized for return must be received within such time period at the facility identified on your RMA instructions.

RETURN ADDRESS

Returned product with an RMA number may be shipped to:

University-Gear Store Fulfillment
2159 Curve Crest Blvd W
Stillwater, MN 55082
1-888-240-2308
Attn: Receiving Department

PROOF OF PURCHASE

The University-Gear Store will send you a confirmation of your order via email. You will also receive a summary of your selected items with your order when it ships.

SALES TAX

Orders for priced items from the University-Gear Store that ship to destinations in Minnesota will be subject to prevailing sales tax rates in that state.

SHIPPING DETAILS

The estimated shipment date on your order is based on product availability, payment processing time and warehouse processing time. It does not include transit time. Orders for both free and priced items typically ship within 24 to 48 hours of receipt (excluding weekends and holidays).

Same Day Shipping: Most in-stock items are eligible for same day shipping.

Orders placed on the weekend or on a holiday will not begin processing until the next business day.

Business days are Monday through Friday, excluding holidays.

Please review the Product Availability section below for more information regarding order processing and product availability times.

Note: Title and risk of loss to all products will pass to you on delivery.

PRICES

Your total order price will include the price of the product (on the day of shipping), any applicable sales tax plus shipping and handling charges. Pricing is independent from any other University-Gear product discount structure that might exist.

Should we reduce the price on any shipped product within 10 calendar days of shipment, you may contact Customer Support at 1-888-240-2308 to request a refund or credit of the difference between the price you were charged and the current selling price. To receive the refund or credit you must contact the University-Gear Store within 14 business days of shipment.

PRODUCT AVAILABILITY

We make every effort to ship your product according to the estimated lead times provided above. The estimated lead times are in business days (Monday through Friday) excluding holidays.

Although every effort is made to ship your order according to the lead-time provided, shipping dates may change due to unanticipated changes in supply and availability. If the lead-time changes, the University-Gear Store will contact you via email and provide a revised shipping estimate.

We encourage you to contact the University-Gear Store at 1-888-240-2308 for order status information or contact us at support@university-gearstore.com.

Given the popularity of some products, the University-Gear Store may restrict the number of such items that you may request and/or purchase. Any product limit restrictions will be posted on the University-Gear Store website. This information is subject to changes.

We reserve the right to discontinue products without notice.

OTHER TERMS AND CONDITIONS

* The University-Gear Store is not responsible for typographic errors on this website.

* University-Gear Store reserves the right to changes the terms and conditions of sale at the University-Gear Store at any time.

* Minnesota law governs all sales at the University-Gear Store, without giving effect to its conflict of law provisions.