



Since 1982, our experience makes yours better.

Shipping & Returns Policy

Shipments:

Orders received by 1:00pm Local Time are processed and shipped the same day. Express recommends UPS Ground Service for all Domestic USA orders.

Please note that UPS delivers Monday-Friday only. Please call us if you require Saturday delivery, which may be available at additional cost.

As soon as your package is shipped, tracking information will be sent directly to the email address you provided when setting up your account. This email will be sent to you directly from UPS.

Returns:

We guarantee your unconditional satisfaction. In the event that anything purchased from us does not meet your highest standards, you may return it to us for a hassle-free refund within 30 days of your receipt of shipment.

Please return all of the film you wish to be credited for. For example, if you return 90 feet from a 100 foot roll, we will issue you a 90% refund.

Return authorizations are not required, but we do request that you follow this procedure:

1. Send us a copy of your purchase invoice with all returns.
2. Items in customer's possession for more than 30 days are not returnable for any reason. Industry guidelines preclude us from reselling them due to storage / shelf life concerns.
3. Custom Cut Rolls:

For your convenience, we will custom slit rolls to your desired width. For example, if you order a 60 inch wide roll and wish us to cut it 43 inches and 17 inches, we will do this free of charge. The only condition is that custom cut rolls are Final Sale and are not returnable for any reason.

If you wish to have your roll custom cut, please enter your request in the "order notes field" to the right of your billing details on your order.

If you have any questions, please do not hesitate to contact us at 800 345-6669.