



Shipping information

What is the cost to ship my order? Limestrong offers free shipping within the continental United States on all orders over \$75. Orders to Alaska, Hawaii, and international destinations will be adjusted based on the actual shipping cost.

How long can I expect shipping to take? We make every effort to process orders within a maximum of 72 hours, with most orders shipping in 24 hours. Weekends and holidays may affect handling and transit times. Depending on location, ground transit times are typically between 2-7 days.

How will my shipment arrive? We use USPS, FedEx, UPS and LTL carriers for our shipping. Smaller items are typically shipped USPS. Individual bags of plaster are boxed and shipped UPS or FedEx.

For shipments over 150 pounds, (5-6 bags) often, an LTL freight carrier will be the most efficient and economical option. In this case, the shipment will arrive on a pallet. If the pallet shipment is going to a residential address, a lift gate will be provided to off load the pallet. Pallet shipments typically require a signature for delivery. Please refer to your tracking information if you expect pallet delivery to coordinate delivery time.

Limestrong makes every effort to protect pallet shipments from inclement weather conditions. We are not responsible for weather damage once the pallet arrives at its destination. If you are unable to receive a pallet shipment, please call for alternative options.

Do you offer price breaks on larger orders?

Yes!

We offer discounts starting at 30 bags purchased in the same order. A full pallet of 60 bags is an even better discount. 1/2 and full pallet orders can be a combination of our bagged plaster products. We charge a \$100 handling fee to create a mixed pallet with different products. Please allow for a 2 week lead time for large orders and mixed pallets.

Returns

Limestrong will consider the return of materials within 14 days of the purchase date. Materials must be in the original packaging, unused, and in resalable condition. All returns require authorization and are subject to a minimum 25% restocking charge.

Limestrong will not be responsible for the shipping fees for any items being returned. Returns will not be accepted without prior authorization. Please note, Returns and exchanges may take up to two (2) weeks to process. The cost of returned goods will be refunded to the credit card payment was made from.

Limestrong will not be responsible for damage to items incurred during shipping. If a product is damaged during shipping, a refund will be given when we receive reimbursement form the shipping company.

In the event that the product is defective or mislabeled Limestrong will replace the product or refund the full purchase price to the credit card account from which the product was purchased.