

Alaska Fur Gallery CUSTOMER SERVICE

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Shipping Rates

Alaska Fur Gallery ships all orders free via Standard Ground shipping to street addresses within the 48 contiguous states (sorry, no PO Boxes).

For expedited shipping or deliveries in Alaska, Hawaii, or US Protectorates, please refer to the shipping rate chart below.

UNITED STATES	Ground	3-Day Air**	2-Day Air**	Next-Day Air**
Continental US	FREE	\$25	\$35	\$65
APO / FPO	FREE			
Alaska	\$10	\$25	\$30	\$50
Hawaii	\$20	\$40	\$60	\$100
US Protectorates	\$20	\$40	\$60	\$100

Orders of in-stock items received before 2:00 p.m. Central Time will ship out the same day. Please allow 3 – 6 business days for delivery on U.S. Standard Ground orders.

Please note that 3-Day, 2nd Day and Next Day Air refer to the shipper's service level from the time the order is shipped, and refers to business days only (no Saturday or Sunday delivery on express shipping). For example:

- An order of in-stock product placed **prior** to 2:00 p.m. with 3-Day Air service will ship that same day and arrive 3 business days later.
- An order of in-stock product placed **after** 2:00 p.m. with 3-Day Air service will ship the following business day and arrive 3 business days after that (i.e. 4 business days after placing the order).

Shipping times are subject to weather delays; Alaska Fur Gallery is not responsible for delayed deliveries due to weather.

Return ground shipping is free for U.S. orders within the 50 states; outbound express charges/surcharges or international shipping charges from the initial order are not refunded on returns or exchanges.

**Certain heavier products such as larger rugs will incur a shipping surcharge for express delivery:

- For expedited shipping of large rugs to the 48 contiguous states, a \$65 per rug surcharge for 3-Day Air, \$100 for 2-Day Air or \$200 for Next Day Air.
- For expedited shipping of large rugs in Alaska, Hawaii, or US Protectorates, an additional \$100 shipping charge per large rug.

For any questions on shipping, please contact Customer Service 6 days a week at 1-888-722-furs (1-888-722-3877)

U.S. Sales Tax

No state sales tax on Mail Orders

International Orders

Alaska Fur Gallery welcomes international customers. Depending on the order and destination, various additional payment requirements apply.

Standard International Shipping	
Canada	\$45
Western Europe	\$65
Other	\$85

Notes: Large rugs incur a \$65 per item surcharge. Posted international shipping rates applicable to the majority of orders, but some items and/or destinations may entail a shipping surcharge.

For **ALL international orders**:

- Credit card orders can only be shipped to the credit card billing address.
- Recipient is responsible for any customs, duties, taxes or brokerage fees (not included in our shipping charges)—please consult your local customs office for more details. Alaska Fur Gallery is not responsible for any of these charges.
- If an international package is refused / abandoned for any reason, Alaska Fur Gallery does not refund the merchandise or shipping charges.
- Alaska Fur Gallery does not pay return shipping on refunds or exchanges (and the latter will incur another set of outbound shipping charges), nor are initial outbound order shipping charges or surcharges refunded.

For orders to **Canada**, the above are the only additional requirements.

For most countries in the **European Union** as well as **Australia, New Zealand** and **Japan**, the following additional payment requirements and options apply:

Payment Type



Requirements

Requires a copy of your current credit card statement along with a current utility bill showing your name and address. This information must be faxed to 1-907-272-1582 or emailed to Info@akfurgallery.com

International Money Order

Mail money order in U.S. currency to: Alaska Fur Gallery
Customer Service, 428 west 4th Ave Anchorage Alaska 99501,
USA

Paypal

Payment including international shipping charges sent to paypal@?????? with the Alaska Fur order number referenced in the payment

For **all other countries**, or should you have any additional questions, please contact Customer Service at +1-907-274-3877 or via email at info@akfurgallery.com