

3J Group, LLC Shipping and Return Policy.

All orders are processed within 1 to 2 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped. Order processing time could be delayed due to high volume of orders and/or weather related delays.

Domestic Shipping Rates and Estimates

Shipping charges for your order will be calculated and displayed at checkout. Our shipping software will choose the cheapest available carrier available at the time of placing the order.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 5 business days of receiving your shipping confirmation email, please contact us at info.sales@3jcadre.com with your name and order number, and we will look into it for you. Be aware that some carriers have strict restrictions about delivery to P.O. Boxes.

Refunds, returns, and exchanges

You must request an RMA number at info.sales@3jcadre.com prior to return any merchandise. We accept returns up to 5 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible at info.sales@3jcadre.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at info.sales@3jcadre.com.