

Important information about shipping methods and transit times when buying from the USA

Thank you for your purchase from Rokland. Once your order has shipped you should receive a USPS.com tracking number from Rokland which you can track at:

<http://www.usps.com/shipping/trackandconfirm.htm>

If you do not receive a tracking number within 48 hours of your purchase, please contact us as sometimes the tracking emails may be filtered as spam or junk mail by your ISP.

Express Mail Shipments

Express mail shipments take 4-7 mailing days on average, and mailing days do not include Sundays or holidays. This is an average time period, and delivery can take a good deal longer than this sometimes primarily because of Customs holds.

Priority Mail Shipments

Express mail shipments take 10-14 mailing days on average, and mailing days do not include Sundays or holidays. This is an average time period, and delivery can take a good deal longer than this sometimes primarily because of Customs holds.

First Class Mail Shipments

First Class mail shipments take 2-4 weeks on average. This is an average time period, and delivery can take a good deal longer than this sometimes primarily because of Customs holds.

Tracking Information

All non-Express mail pieces receive only one scan at the time of shipment, and another at the time of delivery. For example, a First Class mail shipment that has been in transit for three weeks will only show one scan at the time of shipment. US Postal tracking for non-Express shipments is not point-to-point tracking like it is with UPS or FedEx. This is because couriers like UPS and FedEx are in control of the shipment from the time of shipment to the time of delivery, whereas US mail shipments are transferred over to Customs and then over to your country's Postal department.

Please keep in mind that on average, a regular UPS or FedEx shipment costs over \$60.00, so even though US Mail tracking is not very detailed, it offers customers a much more affordable delivery option

What to do if your product has not arrived within the average delivery time:

The delivery times noted above are average delivery times. This does not mean your package will arrive during this time. If your package has not arrived within the average time period, do not be alarmed. It is somewhat common for packages to take longer than their average times, and of course in some cases they will arrive faster than average. *If your package has not arrived within 21 days of mailing for Priority and Express shipments, or 30 days for First Class shipments, all you need to do is contact us to let us know.* Unfortunately the only information we have about a package's whereabouts is the tracking number, however we can initiate the sending of a replacement should a package not arrive in ample time.