

# Shipping & Returns

## Standard Shipping

United States - Orders sent within the contiguous 48 United States are shipped USPS Priority Mail. All processed orders are shipped within 3-4 business days and should arrive within 7-10 business days. The actual delivery date is dependent upon the carrier. Items ordered together will not necessarily be shipped together. We can only ship to one location per order. If you need to ship to more than one location, please place a separate order for each shipping address. Membership will be verified before your order is shipped so that you will be correctly billed. When completing your order, you will have the option to ship items to the billing address or a shipping address.

Continental United States Shipping and Handling Rate: Flat rate of \$7.95 plus \$1.00 per item

## Returns

If you are unhappy with your order for any reason, you may return any unused item to us in its original condition, within 30 days of the delivery date. Please email us to request a Return Authorization form and give us a detailed explanation for your return. We will gladly replace the item with the same or different one, or if you prefer, issue you a refund. You will be credited for the product value and any related taxes, **less return handling fees**. If the item was shipped in error on our part, we will also gladly refund your shipping charges.

Concerts and field trips are non-returnable, non-refundable, unless canceled by the museum. In which case, you will receive a refund.

## Support

Support Hours: Monday – Thursday, 10:00 am to 5:00 pm PST (except holidays)

Email: [maturangosales@gmail.com](mailto:maturangosales@gmail.com)

Phone: (760) 375-6900 (ask for the on-line store)

Return Address:

Maturango Museum  
ATTN: On-Line Store  
100 East Las Flores Ave  
Ridgecrest, CA 93555