

US Cast Shipping Policy

All shipping is FOB our loading dock. US Cast is not responsible for any loss or damage to product once it leaves our warehouse. If you would like to increase the declared value of your shipment, you must notify us at the time of placing your order. US Cast assumes no liability for damage/loss claims.

US Cast ships either on customer's shipping accounts, or via prepay and add to the customer invoice. US Cast ships either Ground or Freight, depending upon weight of shipment and number of boxes. Ground shipments are via UPS only. Freight shipments are to be set up and scheduled by the customer, BOL to be provided to US Cast. We do not set up or schedule freight shipments unless they are prepay and add. All prepay and add freight shipments are via R&L Carriers.

If the customer requests freight shipping or freight shipping is required due to weight and number of boxes, customer will be charged a \$65 pallet fee per pallet. If customer requests freight shipping of loose box(es), customer will be charged \$20 per box. Drop ship fee is \$15 per address.

Shipping and Receiving Hours are 8:00 am to 3:00 pm, Monday through Friday, September to May. Shipping and Receiving Hours are 7:00 am to 2:00 pm, Monday through Friday, June to August.

US Cast Return Policy

All returned product must have a Return Authorization issued by US Cast, and must be returned in the original packaging, within 10 days of receipt. Protective packaging inside the box(es) must be included. Any product that is returned damaged or altered will not be refunded or credited.

US Cast will provide credit adjustment for returned full length tubes and rods and standard cuts. There is a restocking charge of \$15.00 plus 5% of invoice, for product that is returned for any reason other than defect or incorrect order fulfillment. Return freight is at customer expense.

Product that has been cut, fabricated, or otherwise changed from its original state, is not returnable for any reason. Custom cuts or special sized pieces are not returnable.

For orders that were incorrectly fulfilled, or for product with a manufacturing defect outside of published specifications, we will either replace or refund the product, at our option. Return freight for defective product must be billed to US Cast's UPS or R&L account, at our option.