

Shipping Instructions (please read carefully)

Shipping cedar canoe strips and long length lumber to Canadian, American and overseas destinations.

Cedar wood strips, gunwales, keels are shipped full length in our specially constructed shipping tubes that ensure your product will arrive safely. Please note that freight is not included in the unit price. Because sending items separately will increase freight costs, we recommend that you order as many of the items that you require to complete your project.

Shipping oars up to 10'

Oars are shipped in convenient and durable tubes to ensure they will arrive safely. Up to 4 pairs can be handled in one tube for economical shipping with major couriers such as UPS, FedEx and Sameday. Rowing accessories such as oarlocks and sockets can also be included and will fit safely in your tube.

Shipping Stem and keel band

Brass keel band (3/8" & 1/2" widths) can be rolled for inexpensive Expedited Post Delivery. However Stainless steel and aluminum bands are pre-drilled and cannot be rolled and require courier or ground freight delivery.

General method of shipping items other than long length lumber.

We take great care to ensure your parcel is carefully wrapped and in finding the most economical method of shipping. For small parcels we use Canada Expedited Post unless shipping paints, epoxies or other flammable goods which are prohibited under Canada Post regulations and are required to go via Ground Courier. Shipping surcharges (in addition to our regular charges) are applicable on bulky or heavy items.

Notice to International shipments.

International shipments are via Canada Post International Surface, Air Express or Air Cargo in the case of Canoe/Skiff Kits. All applicable duties and or brokerage charges are payable by the purchaser.

The Guarantee

Your complete satisfaction with our products is guaranteed. If you are not satisfied with anything you buy from our Store, simply return the merchandise prepaid and insured within 30 days. **Return Policy:** Items must be returned in the same condition as received and must include all original papers. Any item returned will be subject to a 20% restocking fee. No returns on videos, CD's, books, paint or epoxy. **Special Order and Custom Order Returns must be approved prior to returning** The carrier is responsible for delivery of goods, complete and undamaged. Any damaged goods should be reported to the carrier immediately, and then to TenderCraft. **Warranties** are solely the responsibility of the manufacturer and the final determination of warranty adjustments rests with the manufacturer of the product.