



Skatelite Shipping + Return Policy

What is your shipping policy?

We accept orders 24 hours-a-day, seven days a week. Orders are then processed (pending credit card approval) and shipped from our Washington state distribution center. Free shipping via FedEx Ground for all shipments. For an additional charge, we can also ship Next Business Day.

Orders placed Monday through Friday before 11 AM PST will begin processing the same day (holidays not included). Orders placed after 11 AM PST will begin processing the following business day. Orders placed during Saturday, Sunday or on holidays will begin processing the first available business day. We do not process orders over the weekend nor on holidays.

Shipment Confirmation + Order tracking?

You will receive a shipment confirmation email once your order has shipped containing your tracking number(s).

Do you ship internationally?

Currently, we only ship orders within the U.S., U.S. territories, and APO/FPO/DPO addresses.

How do I cancel, change or exchange my order?

Because we begin processing your order immediately, we do not offer cancelations nor changes. For Skatelite material purchases such as small sheets (24 x 48") all sales are final. If you would like to change/exchange your order on Skatelite consumer products such as apparel or accessories, please email shop@Skatelite.com with order number and reason for return. We will have you return the shipment and order new product.

What is your return policy?

We only allow returns for Skatelite consumer products such as apparel or accessories within 30 days of purchase. We do not allow returns on the Skatelite material purchases such as small sheets (24 x 48")

Refused Shipments?

If you decide to decline any shipments from shop@Skatelite.com you are responsible for the original shipping charges and the cost of returning the package to Skatelite.

Product Damaged?

If your product is damaged during transit, please contact shop@Skatelite.com directly and we will file a claim through FedEx. Please save all packaging materials and damaged goods in order to process the claim appropriately.

What payment methods do you accept?

Shop.Skatelite accepts: Visa, MasterCard, AMEX, Discover and PayPal

Do you offer will call for web orders?

No, we do not provide will call service.

When will my order ship?

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Do you ship to APO/FPO addresses?

Yes, we ship to APO/FPO/DPO addresses.

Customer service contact information?

The Skatelite customer service number is 253-383-5533. You can also send us an email at shop@Skatelite.com

Hours of Operation?

Hours of operation are Monday through Friday 9am – 4:30pm PST