

Ontario Knife Company International Sales & Shipping Policies

We are excited to offer International Sales & Shipping from our website! We have partnered with Zonos, so that you are able to see the shipping cost and any taxes or duties, right on the check out page. Partnering with Zonos will help eliminate any confusion with your order and help us get your order to you in a prompt fashion.

A few policies to be aware of:

- Customer is responsible for fees & taxes plus shipping, which again is shown on the check out page.
- Customer is responsible for knowing their own laws and assumes all risk for the value of the package as well as our shipping costs if it should be confiscated at customs.
- If the package is found to be undeliverable, customer is responsible for return shipping cost.
- All return and replacements, shipping costs must be paid by the customer.

We will insure packages and file claims when possible. Claims with FedEx generally take 10-14 business days whereas, UPS is 30-45 days. Refunds will be processed to the customer once OKC is reimbursed by the carrier.