

Shipping policy

All orders are processed within 1 to 3 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

There may be cause for delay due to high order volume, weather, and other events beyond our control. Your patience is appreciated in these situations.

Domestic Shipping Rates and Estimates

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

In-store pickup

You can skip the shipping fees with free local pickup. After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 1 to 2 business days. We will send you an email when your order is ready along with instructions.

Our in-store pickup hours are [store hours] on [available days of the week]. Please have your order confirmation email with you when you come.

International Shipping

Shipping charges for your order will be calculated and displayed at checkout.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. Rigpacks is not responsible for these charges if they are applied and are your responsibility as the customer.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 10 days of receiving your shipping confirmation email, please contact us at Rigpacks@gmail.com with your name and order number, and we will look into it for you.

Refunds, returns, and exchanges

In the event that your order arrives damaged in any way, please email us as soon as possible at Rigpacks@gmail.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If You aren't completely satisfied with your purchase, you may return it within 30 days for a full refund.

If you have any further questions, please don't hesitate to contact us at Rigpacks@gmail.com