

Shipping & Returns

SHIPPING VIA FedEx

To the continental United States (excluding Alaska, Hawaii, Puerto Rico, P.O. Boxes and APO addresses), your orders will be shipped by FedEx unless otherwise noted.

Please allow four to six working days for delivery, depending on your location. If you require faster shipping express delivery can be arranged email us by filling out the contact us form.

If any item is back ordered, you will not pay any additional shipping, even though it will be shipped in a separate package.

Shipments to Alaska, Hawaii and Puerto Rico post office boxes and APO addresses will be shipped by US Postal Service mail. Shipments outside the United States will be shipped at actual cost. Standard service is by United States Postal Service, Air Mail Parcel Post (you can phone or email us for rates).

Back Orders

If the product you have ordered is out of stock or not released yet, we will keep the order on file and ship it as soon as it becomes available. Should you wish to inquire about an order already placed, please email us by filling out the contact us form, be sure to indicate the order number, your name, and the description of the product. You may call during regular business hours, Monday to Saturday between 9 a.m. and 5 p.m. CST.

Overseas Orders

For information about orders, shipments, payments, rates or policies outside North America, please fill out the contact us form, or call us at (316)712-7480 between 9 a.m. and 5 p.m. CST, Monday through Friday. All transactions will be in U.S. Dollars (USD).

Return Policy

Buckale, LLC (Tootscoot.com) guarantees the product to arrive without defect. If for any reason your product arrives damaged, please contact us for an exchange. We offer a 30 day money back guarantee. If for any reason you are not satisfied with the product, simply return the unused product to us in the original package for a full refund.

Cancelation

Tootscoot.com relies on our customer satisfaction and in order to do this we try and ship out all orders on the same day if placed before 1pm CST. For this to be possible, if you place an order and decide to cancel the order, please call us immediately to discuss this option. (316) 712-7480