

RSM Distribution

Shipping Policy

Our web site and it's on line order system is restricted to use only one method of shipping. It must assume that all orders will be shipped out in large kit sized boxes. These boxes must be shipped by Priority Mail due to the weight and size. For this reason the web site calculates postage costs on the basis of shipping a large kit sized box.

RSM Distribution recognizes that many orders can be placed into smaller boxes or even padded envelopes and shipped First Class mail at a much lower cost. For that reason we have set up our web site on line order system in such a way that we can adjust the final price of an order to reflect any lower shipping cost. In order to accomplish this, the web site shipping charge shown is only an "estimate". Our company policy is to always ship orders to customers for the lowest possible price.

Since the web site accepts credit cards as the means of payment we have set it up so that when a credit card is used your bank only takes an "authorization- reserve" against the credit limit on your card. There is actually no charge made against that card until after we ship the product. We set things up this way to cover situations where orders can be shipped in a small box or a padded envelope and qualify for lower shipping rates. When that happens we simply adjust the total amount of the order to reflect the lower shipping costs.

Since the actual charge against your credit card is made only after we have shipped the product your bank will only collect this lower total from your card. The previous "authorization – reserve against the credit limit" simply disappears.

Our credit card processor provides a printed receipt which confirms the actual amount that was charged against your credit card. We include that receipt with all invoices so that you will have a record of the charge that should appear on your card statement.