

Shipping Policy

Order Confirmation:

As soon as you place your order, you will receive an order confirmation email. This means that we have received your order in our system and pre-authorized your credit card for the purchase. As soon as we receive your order, we will start our fulfillment process. All orders sent from United States are processed and shipped within 1-2 business days. Transit times vary from 5-7 business days.

Specific brand products may be custom-made and/or be shipped from another country. The processing and transit times for these products are specified separately below.

Order Shipment:

We will send you tracking information within 24 hours of your order leaving the warehouse to the e-mail address you provided when checking out. If you do not receive tracking information from us within six business days of your order, feel free to follow up with us at support@exploreextremes.com.

No Shipping outside the USA.

Shipping Options

Our base "Curb-side" Pickup shipping is usually completely free! This option usually takes between 5-7 days to arrive at your doorstep, after you have submitted your order. There are other options available, however. We also offer the below options for some products. Please contact us for more information about these prior to ordering.

- Threshold Shipping: This involves the item being brought onto your porch, or into a sheltered/garage area.
- White Glove Delivery - this includes the item being brought into your room of choice, any minor assembly, and all boxes and packaging removed from your house! Saunas will not be assembled.

Shipping Policies for Individual Brands

Shipping Policies for Jumei Tent

Jumei Tent products are manufactured after order and shipped from China. Therefore specific processing and transit times apply per order.

Shipping Policies for Taiga Board

Taiga board products are sent from Canada. Transit time may vary due to customs clearance.

Shipping Policies for Gumotex

Use the information on this page to learn more about free shipping, shipping timelines, backorders and more.

1. Free Standard Shipping

We are proud to offer FREE* standard shipping to customers of GUMOTEX USA, Inc. (hereinafter referred to as “GUMOTEX”).

*Details and exclusions:

- Offer applies to standard ground shipping only.
- Applies to contiguous U.S. orders only. Alaska, Hawaii and U.S. Territories are excluded from this offer.
- Excludes oversized and flammable items (see below for details).
- Offer subject to end without notice.

2. Shipping Timelines

GUMOTEX offers a variety of shipping options to make sure you get your gear when you need it.

- We do our best to ship orders received (Monday-Friday) the next day. Unfortunately, delays with domestic parcel carriers, and a higher-than-normal volume of orders, may delay shipping.
- Once we receive the order, it enters our packing/shipping process and we can't make changes.
- Shipping and transit days are business days only, Monday–Friday.

Alaska, Hawaii and Puerto Rico:

- May require additional transit days.
- May include special restrictions for flammable and oversized items; delivery options will be clearly displayed in Checkout.

International Addresses:

- Shipping rates will be processed as TBD (to be determined). You will be contacted with the correct shipping total before the order is shipped.
- International orders are subject to taxes, duties and broker fees. Such duties, taxes and broker fees will be billed to you separately by the shipping company.

3. Shipping Oversized Items

Special handling surcharges apply to items that are oversized.

- Items such as (but not limited to) one-piece oars/paddles, frames and frame components, rafts, are considered oversized items.
- Some of these items are not available to ship by certain methods. Contact us at support@exploreextremes.com if you need a shipping option you don't see listed.

4. Shipping & Backorders

A backordered item ships as soon as it becomes available. Please keep in mind that the estimated time of arrival (ETA) date is subject to change.

Getting your order to you in a timely fashion is very important to us. If the arrival of backordered items is time sensitive (something needed for an upcoming trip, for example) please let us know. When an ETA changes on an order you've placed, we will do our best to notify you of the change.

We will not charge your credit card until the item ships. If the backordered item is no longer available, we will cancel the item from your order and notify you via e-mail or phone.

More questions about Shipping or backorders? Contact us at support@exploreextremes.com

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DO NOT USE THE SITE