

Why do I have to create a login to shop on this site?

There are two main reasons for having you create an account. The first reason is that it allows us to populate billing and shipping information for you. The second reason is that it provides us with the necessary information to keep you updated on your purchase from the time you purchase it to when the item ships to you.

If I register or become a member, will I be deluged with junk mail?

We will never sell or provide your information to another company. You have our guarantee on that. We will only send you updates/tracking of your purchases and seasonal emails about new stock and sales.

How safe is my credit card information with an online store?

We meet the rigorous security requirements of the Payment Card Industry Data Security Standard (PCI DSS) and are officially recognized as PCI DSS compliant for BOTH our back-office accounting system and our client site. Our certification of this standard exemplifies our commitment to keeping our clients programs secure and successful!

Can I have my purchase sent directly to a station I am at?

Unfortunately at this time we do not provide a shipping option though APO addresses.

What is the most affordable shipping option?

Having your purchases shipped to a valid United States address is the most affordable option. It also helps in reducing packaging materials left behind on continent and the need to pack items and carry them home with you.

Will I be sent a notification with tracking information when my package ships?

You will be notified via the email address that you provided when you created an account with a tracking number and a notification that your item has shipped.

Do you carry the same stock as the retail locations in Antarctica?

No we do not. This online retail store and the retail stores in Antarctica are completely independent of each other.

Why is shipping to Chile so expensive?

Shipping to Chile is expensive because along with International shipping costs all goods entering Chile are given a duty tax. This is why we recommend you ship all items to a valid address in the United States.

What is your return policy?

Items that have been customized cannot be returned unless there is a manufacturer defect in which case we will work with you to ensure you are satisfied with the product you ordered. Items that have not been customized may be exchanged.

Who should I contact if I have an issue or a question about my order?

Navigate to the contact section of our homepage where you will be directed to send a message to one of our customer service representatives. A customer service representative will assist you via email with any questions or concerns you may have. Please allow 1 business day for a response.