

Shipping Policy

Friends of The National Frontier Trails Museum Shipping Policy

Order processing times are different from shipping times. We only ship within the continental US.

All orders are processed Monday through Friday during our normal business hours after receiving your order confirmation email. You will receive another notification when your order is ready for in-store pickup or shipping. Once your order is ready to ship, it will take an additional 3 to 5 days to arrive.

*Any damaged or defective merchandise must be returned within 10 days of the original purchase date for a full refund minus shipping charges. We will also be glad to exchange damaged/defective merchandise for anything on our site or in-store, for equal or lesser value.

Expect an extended delivery date when:

- Merchandise is on backorder from the manufacturer.

Domestic Shipping Rates and Estimates

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

LOCAL PICKUP:

After placing your order and selecting local pickup at checkout, all in-stock items on your order will be prepared and ready for pick up within 7-10 business days.

Free in-store pickup is available during normal business hours, Monday through Saturday, 9am - 4:30pm. You can skip the shipping fees with free local pickup at 416 W. Maple Ave., Independence, MO 64050

You will be contacted when your order is ready for pickup. We will contact you via text message with the phone number you provided at check out to notify you when delivery is scheduled or when pickup is ready.

If you have any questions, contact The National Frontier Trails Museum at:
contact@friendsofthefrontiertrails.org or call: 816-325-7575.