

FAQ

1. Do you accept debit or credit cards?

At this time, we do not accept debit or credit cards. However, we do accept Cash, Cheques and E-Transfers.

2. How can I place an order?

You can place an order by filling out the form on our orders page, email, phone, or in person.

3. Am I able to place an order and pay for it in advance?

As long as we have the item/s you are looking for you are more than welcome to place an order and pay for it in advance. Whether you place your order via our website order form, email or phone, we will create an estimate and email it to you with the items that we have in stock. Arrangements for payment and pick-up can be made once the estimate is confirmed.

4. Am I able to pick up my order?

Yes, please come to the shop and say hi. We are located at 22625 124 Ave, Maple Ridge, BC. Our shop is located at the end of the driveway behind the house.

5. What is the cost of shipping?

The cost of shipping varies depending on the weight, dimensions and shipper used. As long as we have your complete address with postal code, we can work out a cost for shipping and add it to your estimate to show your total cost. We will always check around for the best shipping price. *(Note: all explosive materials will be sent by ground courier and all other products will be shipped by Canada Post.)*

6. Do you ship outside of Canada?

We only ship within Canada.

7. Do you reload rifle ammunition?

No, we do not reload any rifle ammunition, however, we do carry components for the home reloader. You can inquire about the components that we carry by going to our contacts page and sending us a message, by email or phone.

8. Do you take returns?

We only accept returns for unopened products accompanied by the original invoice. There is a 15% restocking fee for returns. We do not give cash refunds, only credit on account.

9. Can I give you my brass to reload?

Unfortunately, we don't reload brass that is brought in by our customers. We get all of our brass from local sources. The brass that we get from our sources is put through a long process to get each brass casing back to its factory specs before we get to the reloading stage. Once we have reached the end stage, we know that the quality of our product is to our customers satisfaction.

10. Do you give reloading advice?

Custom Reloading is no longer giving advice regarding reloading personal use ammunition due to the liabilities it creates. However, we will be pleased to get you the components required to reload for personal use. Make sure that you know what you need before contacting Custom Reloading, including part numbers and a description of the part you need if necessary.

You can find reloading data on the Hodgson website at <http://www.hodgdonreloading.com/> or call the Reloading Data Center help line @ (913) 362-9455.