

# Shipping Policy

Effective: Dec 17, 2025

## 1. Order Processing

Orders are reviewed Monday through Thursday, excluding federal holidays, to ensure products are not held in a third-party warehouse over an extended period, such as weekends. Most in-stock items ship within one to two business days. Orders placed after 1:00 p.m. local fulfillment time may be processed the next business day.

## 2. Verification

PepPro may request additional documentation, such as for the person signing for orders to meet regulatory requirements. Orders pending verification will not ship until review is complete.

## 3. Shipping Methods

Second Day and overnight services are available to most U.S. addresses. Delivery timelines begin once an order leaves our facility. Estimated transit windows provided at checkout are not guaranteed.

## 4. Shipping Restrictions

PepPro cannot ship to P.O. boxes, APO/FPO/DPO addresses. International shipping is evaluated individually and may require customs declarations. Customers are responsible for understanding and complying with local import laws.

## 5. Rates and Fees

Shipping charges are calculated based on weight, destination, and the selected service level. Taxes, duties, and brokerage fees for international orders are the customer's responsibility unless explicitly stated otherwise.

## 6. Tracking

A shipment confirmation email will be sent when orders depart our facility and tracking numbers are provided under the "Orders" tab of the user's account dashboard on [peppro.net](https://peppro.net). Tracking updates originate from the carrier and may take up to 24 hours to activate.

## 7. Delivery Issues

**Delays:** PepPro is not liable for carrier delays caused by weather, customs inspections, or other factors beyond our control.

**Lost packages:** Report packages marked "delivered" but were not received within three business days. We will coordinate with the carrier to investigate. Resolutions are handled case-by-case.

**Damaged shipments:** Inspect packages upon arrival and notify [support@peppro.com](mailto:support@peppro.com) with photos within five days to initiate a carrier claim.

## 8. Address Accuracy

Ensure the shipping address is complete and accurate. Orders returned due to incorrect or undeliverable addresses may incur reshipment fees.

## 9. Temperature-Sensitive Items

Certain products may require insulated packaging or cold packs. PepPro selects materials based on season and destination and recommends expedited shipping for temperature-sensitive orders, especially during extreme weather.

## 10. Order Changes and Cancellations

Cancel an order in the “Orders” tab of your account settings on [peppro.net](https://peppro.net) or contact [support@peppro.com](mailto:support@peppro.com) promptly to request modifications. Orders are partially refunded, and a full refund may be able to be accommodated upon request. Once fulfillment begins (order status of “Processing”), changes may not be possible.

## 11. Returns

Refer to the returns section in the Terms of Service for eligibility. Authorization must be obtained before shipping products back to PepPro. Unauthorized returns will be handled case by case, and a possible restocking fee up to \$100 may be deducted from customer credit.

## 12. Policy Updates

PepPro may revise this Shipping Policy at any time. The effective date updates whenever changes are posted.

## 13. Contact

For shipping questions, email [support@peppro.net](mailto:support@peppro.net).