

## SHIPPING POLICY

This document serves as the official internal standard for all shipping operations, delivery timelines, and logistics-related customer service inquiries. All staff must refer to these protocols to ensure accurate communication with customers.

### 1. Order Processing Timelines

Orders are processed and dispatched during standard business days (Monday through Friday, 8:00 AM to 5:00 PM).

- **Standard Processing:** All orders are typically processed within **1–2 business days**.
- **Order Cut-off:** Orders placed after 2:00 PM will begin processing the following business day.
- **Peak Seasons:** During high-volume periods (e.g., end-of-year holidays), processing times may extend to **4 business days**. Customer support must inform customers of these delays proactively via site-wide banners.

### 2. Shipping Methods and Delivery Estimates

We offer three tiers of shipping. Delivery estimates are calculated from the date the package leaves our warehouse, not the date the order was placed.

Method	Estimated Delivery	Cost Basis
Standard	5–7 Business Days	Flat rate or free over \$75
Expedited	2–3 Business Days	Calculated by weight/distance
Next-Day	1 Business Day	Fixed premium rate

*Note: Delivery to remote or rural areas may require an additional 2–3 business days beyond the estimates listed above.*

### 3. Shipping Restrictions and Limitations

To maintain operational efficiency, the following restrictions apply:

- **P.O. Boxes:** We do not ship to P.O. Boxes. A physical residential or commercial address is required for all deliveries.
- **Hazardous Materials:** Items containing lithium batteries or flammable liquids (e.g., perfumes) must be shipped via Ground Standard and are ineligible for Next-Day air transport.
- **Package Consolidation:** Orders containing multiple items will be shipped in a single package whenever possible. If items are sourced from different warehouse locations, they may arrive in separate shipments at no additional cost to the customer.

#### 4. Tracking and Delivery Confirmation

- **Tracking Numbers:** An automated shipping confirmation email containing a tracking link must be sent to the customer as soon as the carrier scans the package.
- **Delivery Status:** A package is considered "Delivered" once the carrier's tracking system updates to that status.
- **Signature Requirements:** Orders valued over \$500 require a signature upon delivery. This requirement cannot be waived by the customer or support staff.

#### 5. Delivery Issues and Discrepancies

##### 5.1 Lost in Transit

An order is classified as "Lost in Transit" if there has been no tracking movement for **7 consecutive business days**. Support agents may then initiate a carrier investigation. We will not issue replacements or refunds until the investigation is closed (usually within 72 hours).

##### 5.2 Missing Packages (Marked Delivered)

If a package is marked as delivered but the customer claims they have not received it:

- The customer must wait **24 hours** from the delivery notification (as packages are occasionally scanned early).
- The customer must check with neighbors or building management.

- If still missing after 24 hours, the company will open a claim with the carrier.

### **5.3 Shipping Damage**

Customers must report shipping-related damage within **48 hours** of delivery. To process a claim, the customer must provide clear photographs of the damaged packaging and the damaged item.

## **6. Address Corrections**

- **Pre-Shipment:** Support staff may update a shipping address if the order status is "Pending" or "Processing."
- **Post-Shipment:** Once a package has been assigned a tracking number, address changes are not permitted. If a package is undeliverable due to an incorrect address provided by the customer, it will be returned to our warehouse, and the customer will be refunded minus the original shipping fee.