

Company Information

- **Name:** SwiftShip Logistics
- **Address:** 123 Courier Lane, Shipville, NY 10001
- **Contact Email:** support@swiftship.com
- **Support Number:** +1-800-555-1234
- **Working Hours:** Mon-Sat: 9am - 6pm

Policies

- **Return Policy:** Customers can request a return within 14 days of delivery. Return shipping is free for damaged goods.
- **Shipping Policy:** We offer Standard (3-5 days), Express (1-2 days), and International shipping. Tracking is available for all services.
- **Refund Policy:** Refunds are issued within 5 business days after inspection of returned items.

Services

- **Standard Shipping:** Delivery in 3-5 business days (\$5 per kg)
- **Express Shipping:** Delivery in 1-2 business days (\$10 per kg)
- **International Shipping:** Delivery in 5-10 business days, depending on location (\$15 per kg)

Frequently Asked Questions (FAQs)

Q1. How do I track my shipment?

You can track your shipment using the tracking number provided in your confirmation email at swiftship.com/track.

Q2. What should I do if my package is delayed?

Delays can occur due to weather or customs. If your package is over 3 days late, contact our support team.

Q3. How do I change my delivery address?

Contact support within 12 hours of placing your order to request an address change.

Q4. Can I insure my shipment?

Yes, insurance is available at checkout for an additional fee based on the declared value of the item.

Q5. How long will it take for my order to arrive?

Orders typically arrive within 3-7 business days, depending on your location and selected shipping method.

Q6. What shipping methods do you offer?

We offer standard, expedited, and express shipping options. Shipping carriers include FedEx, UPS, and USPS.

Q7. Do you offer express or expedited shipping options?

Yes, express delivers in 1-2 business days, while expedited takes 2-3 days.

Q8. What are your shipping rates?

Shipping rates vary based on weight, destination, and method. Rates are calculated at checkout.

Q9. What's the difference between standard and expedited shipping?

Standard takes 5-7 days, expedited typically arrives in 2-3 days.

Q10. Do you offer international shipping?

Yes, we ship to over 100 countries.

Q11. Are there any shipping restrictions for certain products?

Yes, some items like batteries, aerosols, or perishables may have restrictions.

Q12. Is there a tracking number for my order?

Yes, you'll receive an email with tracking details.

Q13. How do I track my order's shipping progress?

Use the tracking number to view real-time updates on the carrier's website.

Q14. Do you offer shipping updates via email or SMS?

Yes, select your preferred method at checkout.

Q15. Can I specify a delivery date or time?

Currently, scheduled deliveries are not available. Use expedited shipping for faster delivery.

Q16. What happens if my package gets lost or damaged?

Contact support for investigation and possible replacement or refund.

Q17. Can I change my shipping address after placing the order?

If the order hasn't shipped yet, contact customer support.

Q18. Can I reroute my package?

Rerouting may be available through the carrier. Contact us immediately.

Q19. What happens if I miss the delivery attempt?

The carrier may redeliver or leave a pickup notice.

Q20. Can I combine multiple orders?

Yes, if they haven't shipped yet and were placed close together.

Q21. Do you provide free shipping?

Free standard shipping on orders over \$50 within the continental U.S.

Q22. Do you offer local pickup?

Yes, at select locations.

Q23. Do you offer signature confirmation?

Yes, available for a fee at checkout.

Q24. Is there a same-day dispatch cut-off time?

Yes, orders before 2 PM local warehouse time qualify.

Q25. What should I do if my order is late?

Check your tracking number and contact support.

Q26. Are there delays during holidays or peak seasons?

Yes, order early during such periods.

Q27. What is your return policy for late or damaged items?

Contact support within 7 days for a full refund or replacement.

Troubleshooting

- **Tracking number not working:**

- Ensure the number is correct.
- Wait 12 hours after shipment.
- Contact support if issue persists.

- **Package arrived damaged:**

- Take a photo.
- Contact support within 48 hours.
- We'll investigate and issue refund/reshipment.

Escalation

- **Trigger:** User asks 2+ questions in a row or types "talk to human"
- **Email:** priority@swiftship.com
- **Support Ticket URL:** <https://swiftship.com/support>