

ShopEZ Knowledge Base

Return Policy

At ShopEZ, customer satisfaction is our priority. You may return most new, unopened items within **30 days of delivery** for a full refund. We'll also pay the return shipping costs if the return is a result of our error (e.g., you received an incorrect or defective item).

To initiate a return, please contact our support team with your order number and the reason for the return. Once your return is approved, we will provide a return shipping label.

Refunds are typically processed within **5-7 business days** of receiving the returned item.

Shipping Information

ShopEZ offers **free standard shipping** on all orders above \$50. Orders are typically processed within **1-2 business days** and shipped via our trusted courier partners.

- **Standard Shipping:** 3–5 business days
- **Expedited Shipping:** 1–2 business days (extra charges apply)
- **International Shipping:** 7–14 business days

Customers will receive a tracking number via email once the order has been shipped.

Payment Methods

We accept the following payment methods:

- Visa, Mastercard, American Express
- PayPal
- ShopEZ Gift Cards
- Apple Pay & Google Pay

Payments are processed securely and encrypted end-to-end for your safety.

Order Cancellation Policy

Orders can be canceled within **1 hour of placement** from your order history page. After this window, the order may already be in processing or shipped.

If your order has already shipped, you can return the item once it arrives using our return policy.

Invoices and Billing

All customers receive a digital invoice via email upon successful payment. You can also download invoices anytime from your account dashboard under "**Order History**".

For billing questions or disputes, contact support within **15 days** of the transaction.

Customer Support Hours

Our support team is available:

- Monday to Friday: 9:00 AM to 6:00 PM (EST)
- Saturday: 10:00 AM to 4:00 PM (EST)
- Sunday: Closed

You can reach us via chat, email at support@shopez.com, or call us at 1-800-SHOPEZ.