# **Shipping & Delivery**

To ensure that your package is properly delivered and that you receive your package within the time frames we advertise, please make sure that your address is correctly entered and includes all relevant and/or required information. The use of correct abbreviations, street numbers, building or apartment numbers, and route information (if applicable) is critical for ensuring timely delivery. We do not take responsibility for lost, misplaced, or incorrectly delivered shipments if the address information provided is incorrect or incorrectly entered at the time of purchase.

Shipping Area

Only United States

Note: Due to delivery reasons, the following US areas are temporarily not shipped.  
American Samoa, Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, U.S. Virgin Islands, Armed Forces Americas, Armed Forces Europe, Armed Forces Pacific, Puerto Rico, Alaska, Hawaii.

If you have any questions, you can contact our customer service support (support@narwal.com), thank you for your support!

| Shipping Methods | Processing Time | Shipping Time | Cost |
| --- | --- | --- | --- |
| UPS | 1-3 business days (excluding Saturdays, Sundays, and Holidays) | 5~7 business days | Order＞$49, shipping charge is free;Order≤$49, shipping charge is $9.9 |
| Attention:  1. When your order has been shipped, you will receive an email with tracking information.  2. Shipping fees are non-refundable. If you refuse any shipments from shop.narwal.com or narwal.com, you will be held responsible for the original shipping charges, plus the cost of returning the package to us. | | | |

Delivery claims

If you are experiencing a non-delivery or your tracking information states that your package was delivered by the carrier but you have not received it; you must contact us within 10 days to file a claim.

We will assist you in working with the carrier to complete the claims process. Please note: Claims can take up to 30 days to complete (depending on the shipping carrier used).