

Shipping & Delivery Policy

Shipping Methods & Times

Standard Shipping (Free on orders \$50+):

- Delivery: 3-5 business days
- Cost: \$5.99 (orders under \$50)
- Tracking provided

Express Shipping:

- Delivery: 1-2 business days
- Cost: \$15.99
- Guaranteed delivery date
- Tracking provided

International Shipping:

- Delivery: 7-14 business days
- Cost varies by destination
- Customs fees may apply (customer responsibility)
- Tracking provided

Order Processing

- Orders placed before 2 PM EST ship same business day
- Orders placed after 2 PM EST ship next business day
- No shipping on weekends or holidays
- Processing time: 1-2 business days

Tracking Your Order

- Tracking number emailed when order ships
- Track status: **Orders > Track Package**
- Updates every 24 hours
- Contact carrier directly for detailed tracking

Shipping Address Changes

- Before shipment: **Orders > Edit Shipping Address**
- After shipment: contact shipping carrier directly
- Address corrections may incur additional fees
- We cannot change addresses once package is in transit

Delivery Issues

Package Not Delivered:

- Wait 2 business days past estimated delivery
- Check with neighbors or building management

- Contact carrier with tracking number
- We'll resend or refund after carrier investigation

Damaged in Transit:

- Document damage with photos
- Report within 48 hours of delivery
- Keep all packaging materials
- We'll arrange replacement or refund

Lost Packages:

- Report if 5+ business days past delivery estimate
- We file claim with carrier
- Replacement shipped or refund issued within 7-10 business days

Shipping Restrictions

- We ship to US, Canada, EU, UK, Australia
- PO Boxes accepted for standard items only
- Military APO/FPO addresses supported
- Some items restricted in certain regions