

SHIPPING POLICY

Effective Date: January 1, 2024

Last Updated: November 1, 2024

1. SHIPPING OVERVIEW

We are committed to delivering your order quickly and safely. We offer multiple shipping options to meet your needs, from economy ground shipping to express overnight delivery. All orders are processed within 1-2 business days (Monday-Friday, excluding holidays). Orders placed after 2 PM EST will be processed the next business day. You will receive a shipping confirmation email with tracking information once your order ships.

2. SHIPPING METHODS AND DELIVERY TIMES

We offer several shipping options at checkout. Standard Ground Shipping takes 5-7 business days and costs \$7.99 for orders under \$50, free for orders over \$50. Expedited Shipping takes 3-4 business days and costs \$14.99. Two-Day Express takes 2 business days and costs \$19.99. Overnight Express takes 1 business day and costs \$29.99. Saturday Delivery is available for express options with an additional \$15 fee. Business days are Monday through Friday, excluding federal holidays. Delivery times are estimates and not guaranteed except for Overnight Express.

3. FREE SHIPPING QUALIFICATION

All orders over \$50 qualify for free standard ground shipping within the continental United States. The \$50 minimum is calculated after discounts and before taxes. Free shipping applies only to standard ground shipping. Upgraded shipping methods require additional payment. Free shipping does not apply to oversized items, furniture, or items requiring special handling. This promotion may be modified or discontinued at any time.

4. ORDER PROCESSING TIME

Orders are processed and shipped within 1-2 business days after payment is confirmed. During peak seasons like Black Friday, Cyber Monday, and December holidays, processing time may extend to 3-4 business days. Custom or personalized items require 5-7 business days for production before shipping. Pre-order items will ship on or shortly after the release date

specified on the product page. We will notify you by email if there are any delays in processing your order.

5. SHIPPING LOCATIONS

We currently ship to all 50 United States, APO/FPO military addresses, Puerto Rico, Guam, and US Virgin Islands. We also ship to Canada, Mexico, United Kingdom, European Union countries, Australia, and Japan. International shipping rates and delivery times vary by destination. Some items cannot be shipped internationally due to size, weight, or legal restrictions. Rural areas may experience longer delivery times.

6. INTERNATIONAL SHIPPING

International customers are responsible for all customs duties, taxes, and brokerage fees. These charges are not included in our shipping costs and are determined by your country's customs office. Delivery times for international orders are estimates only as customs clearance times vary. We are not responsible for delays caused by customs. International orders cannot be expedited. We use USPS for most international shipments. Packages are typically delivered within 7-21 business days depending on destination.

7. SHIPPING COSTS FOR LARGE ITEMS

Oversized items including furniture, large appliances, exercise equipment, and items over 50 pounds require special shipping. Shipping costs for these items are calculated at checkout based on item weight, size, and destination. Large items are shipped via freight carrier and may require a signature. Delivery to room of choice is not included unless specifically stated. White glove delivery service is available for an additional fee and includes unpacking and assembly.

8. ORDER TRACKING

Once your order ships, you will receive a tracking number via email. You can track your package on our website by entering your order number or directly on the carrier's website. Tracking information may take 24 hours to appear in the carrier's system. If tracking has not updated after 48 hours, please contact our customer service team. For international orders, tracking may be limited once the package leaves the United States.

9. DELIVERY ISSUES

If your package shows as delivered but you have not received it, first check

with neighbors, building management, or household members. Check all possible delivery locations around your property including porches, garages, and side doors. Wait 24 hours as carriers sometimes mark packages as delivered before actual delivery. Contact the shipping carrier directly with your tracking number. If you still cannot locate your package after 48 hours, contact our customer service team and we will open an investigation with the carrier.

10. ADDRESS ACCURACY

Please ensure your shipping address is complete and accurate. We are not responsible for orders shipped to incorrect addresses provided by the customer. Address changes can be made up until the order ships. Once an order has shipped, we cannot change the delivery address. If a package is returned to us due to an incorrect or incomplete address, you may be charged for reshipping. PO Boxes are accepted for small items only. Large or signature-required items cannot be delivered to PO Boxes.

11. SHIPPING RESTRICTIONS

We cannot ship to freight forwarding addresses. Some items cannot be shipped via air due to safety regulations including aerosols, lithium batteries, flammable items, and pressurized containers. These items will automatically ship via ground service. Hazardous materials may have additional restrictions. Age-restricted items like alcohol or tobacco require adult signature at delivery. Some items cannot ship to certain states due to local regulations.

12. HOLIDAYS AND PEAK SEASON

Shipping times may be extended during major holidays and peak shopping seasons. We recommend ordering early for holiday gifts. Our warehouse is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Orders placed on or immediately before these holidays will be processed on the next business day. During December, we recommend ordering by December 15 for standard shipping and December 20 for express shipping to ensure delivery before Christmas.

13. BACKORDERS AND OUT OF STOCK ITEMS

If an item in your order is out of stock, we will notify you by email within 24 hours. You can choose to wait for the item to be restocked (typically 2-4 weeks), substitute with a similar item, or cancel that portion of your order for a

refund. Items currently in stock will ship immediately. Backordered items will ship separately when available at no additional shipping cost. We do not charge your payment method for backordered items until they ship.

14. MULTIPLE ITEM ORDERS

If you order multiple items, they may ship separately from different warehouse locations. Each shipment will have its own tracking number sent to your email. There is no additional shipping charge for split shipments. We ship items as they become available rather than waiting for all items to be in stock. If you prefer to receive all items in one shipment, please contact customer service before your order is processed.

15. SHIPMENT HOLDS AND CHANGES

Orders can be modified or cancelled within 1 hour of placement. After this time, orders are sent to our warehouse for processing and cannot be changed. If you need to change your shipping address, contact us immediately. We will do our best to update the address before shipment. Once a tracking number is generated, the order cannot be cancelled or modified. You may refuse delivery or return the item once received.

16. DAMAGED SHIPMENTS

If your package arrives visibly damaged, note the damage with the delivery driver and take photos. Contact us immediately at shipping@example.com with your order number and photos of the damage. Do not discard the packaging as the carrier may need to inspect it. We will send a replacement immediately or issue a full refund. For freight shipments, inspect items before signing the delivery receipt. Note any damage on the receipt before the driver leaves.

17. SIGNATURE REQUIREMENTS

Orders over \$500, electronics, jewelry, and age-restricted items require an adult signature at delivery. Someone 18 or older must be present to sign for the package. If no one is available, the carrier will leave a notice and attempt delivery again. You can often sign online through the carrier to authorize delivery without a signature. Signature requirements help protect your valuable purchases from theft.

18. SHIPPING INSURANCE

All shipments are automatically insured up to the purchase price at no

additional cost to you. If your package is lost or damaged during shipping, we will replace the item or refund your purchase. You do not need to purchase additional shipping insurance. Our shipping insurance covers loss, theft, and damage that occurs during transit. Claims must be filed within 30 days of the original shipping date.

19. CONTACT FOR SHIPPING QUESTIONS

For questions about shipping, tracking, or delivery, please contact our shipping department. Email: shipping@example.com, Phone: 1-800-SHIP-HELP (744-7435), Live Chat: Available on our website Monday-Friday 8AM-8PM EST. Please have your order number ready when contacting us. We respond to shipping inquiries within 4 hours during business hours.

This shipping policy is subject to change without notice. Shipping rates and delivery times are estimates and not guaranteed except where specifically stated. We are not responsible for delays caused by weather, carrier issues, or circumstances beyond our control.