

Misty Jazz Records - Shipping & Packaging Policy

Our Shipping Promise

Every vinyl record is packaged with the same care we'd use for our own collection. Your music will arrive safe, sound, and ready to play.

Domestic Shipping (USA)

Shipping Methods

Standard Shipping (USPS Media Mail)

- **Transit Time:** 2-8 business days
- **Cost:**
 - 1 LP: \$5.00
 - 2-3 LPs: \$7.00
 - 4-6 LPs: \$10.00
 - 7+ LPs: Calculated by weight
- **Tracking:** Included
- **Insurance:** \$50 included, additional available

Priority Mail (USPS)

- **Transit Time:** 2-3 business days
- **Cost:**
 - 1 LP: \$10.00
 - 2-3 LPs: \$15.00
 - 4+ LPs: Calculated by weight
- **Tracking:** Included
- **Insurance:** \$100 included

Express Shipping (USPS Priority Express)

- **Transit Time:** 1-2 business days
- **Cost:** Starting at \$28.00
- **Tracking:** Included
- **Insurance:** \$100 included

Free Shipping Thresholds

- **Orders \$100+:** Free Standard Shipping
 - **Orders \$200+:** Free Priority Shipping
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International Shipping

Available Countries

We ship worldwide! Rates calculated based on destination and weight.

International Methods

First Class International

- **Transit Time:** 7-21 business days
- **Cost:** Starting at \$25.00 (1 LP)
- **Tracking:** Limited tracking
- **Insurance:** Not available

Priority Mail International

- **Transit Time:** 6-10 business days
- **Cost:** Starting at \$45.00 (1 LP)
- **Tracking:** Full tracking
- **Insurance:** Up to \$200 available

International Considerations

- **Customs Duties:** Customer responsibility
- **Import Taxes:** May apply based on destination
- **Customs Forms:** Completed accurately
- **Restrictions:** Some countries prohibit vinyl imports (rare)

High-Volume International Destinations

- **Canada:** 5-10 business days
- **UK/Europe:** 7-14 business days
- **Japan:** 6-12 business days
- **Australia:** 10-20 business days

Processing Time

Standard Processing

- **Order Cut-Off:** 2:00 PM PST for same-day shipment
- **Processing Time:** 1-2 business days
- **Weekend Orders:** Ship next business day
- **Holiday Orders:** Allow extra 1-2 days

Expedited Processing

- **Rush Service:** + \$10 for guaranteed same-day shipment (order by 12 PM PST)
 - **Available:** Monday-Friday only
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Packaging Standards

Our Professional Packaging Process

Step 1: Record Removal

- Remove vinyl from cover
- Place in protective inner sleeve
- Prevents seam splits during transit

Step 2: Protection

- **Vinyl:** High-quality poly inner sleeve (if not original)
- **Cover:** Plastic outer sleeve (for protection)
- **Board Backing:** Rigid cardboard on both sides

Step 3: Secure Packaging

- Insert vinyl and cover in LP mailer
- Add padding if needed
- Seal securely with packing tape

Step 4: Outer Protection

- Place LP mailer in corrugated box (high-value items)
- Add "FRAGILE" and "DO NOT BEND" stickers
- Weather-proof outer bag (if needed)

Packaging Materials

LP Mailers

- **Standard:** Whiplash-style corrugated mailer
- **Premium:** Double-wall box mailers (items \$100 +)
- **Size:** Fits up to 6 LPs comfortably

Protection Materials

- Bubble wrap for corners
- Foam padding for gaps
- Cardboard stiffeners (4mm thick)
- Plastic outer sleeves

Special Handling

- **Gatefolds:** Extra corner protection
- **Box Sets:** Custom packaging approach
- **Rare/Collectible:** Double boxing standard

Insurance & Liability

Automatic Insurance Coverage

- **All Orders:** \$50 coverage included
- **Orders \$100-\$500:** \$100 coverage included
- **Orders \$500 + :** Full value coverage included

Additional Insurance

- **Available:** Up to \$5,000
- **Cost:** \$1 per \$100 of coverage
- **Recommended:** Items over \$200

Damage/Loss Claims

Our Responsibility

- **Lost Packages:** Full refund or replacement
- **Damaged in Transit:** Full refund or replacement
- **Packaging Failure:** We cover all costs

Claim Process

1. **Report Immediately:** Within 7 days of delivery
2. **Provide Photos:** Of package and damage
3. **Investigation:** 3-5 business days
4. **Resolution:** Refund or replacement

Customer Responsibility

- **Refused Packages:** Return shipping costs
 - **Wrong Address:** Correction fees apply
 - **Unclaimed Packages:** Returned to sender fees
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Tracking & Delivery

Tracking Information

- **Provided:** Via email within 24 hours of shipment
- **Updates:** Real-time carrier tracking
- **Issues:** Contact us immediately

Delivery Confirmation

- **Signature Required:** Items over \$200
- **Photo Proof:** Standard for most carriers
- **Safe Place:** Leave at door (under \$200)

Delivery Issues

Package Not Received

1. Check tracking status
2. Check with neighbors
3. Contact carrier

4. Contact us after 3 days past expected delivery

Package Marked Delivered

1. Check all possible locations
2. Check with household members
3. Wait 24 hours (carrier may update)
4. Contact us if not found

Stolen Packages

- File police report
 - Contact carrier
 - We'll work with you on resolution
 - Consider signature requirement for future orders
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Special Shipping Situations

Combined Shipping

- **Multiple Purchases:** Request combined invoice
- **Time Limit:** 7 days to request combination
- **Savings:** Reduced per-item shipping cost

Hold for Pickup (In-Store)

- **Free:** No shipping cost
- **Notification:** Email when ready
- **Hold Time:** 14 days

Gift Shipping

- **Gift Note:** Free upon request
- **No Prices:** Invoice excluded from package
- **Gift Wrap:** Not available (fragile items)

Backordered Items

- **Ship Together:** Wait for all items
 - **Ship Separate:** Pay additional shipping
 - **Your Choice:** Specify preference
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Shipping Restrictions

Cannot Ship

- **Promotional Items:** Sometimes region-locked
- **Certain Formats:** 78 RPM (too fragile, case-by-case)

Require Special Approval

- **Extremely Rare:** Over \$1,000 value
 - **Fragile Pressings:** Picture discs, colored vinyl
 - **International Restrictions:** Country-specific
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Returns & Exchanges Shipping

Return Shipping Costs

- **Our Error:** We cover all shipping
- **Defective Item:** We cover all shipping
- **Change of Mind:** Customer covers return shipping

Return Labels

- **Provided:** For our errors and defects
 - **Self-Arranged:** For change of mind returns
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Shipping Best Practices

For Customers

Order Accuracy

- Double-check shipping address
- Include apartment/unit numbers
- Provide phone number for carrier

Receive Safely

- Track your package
- Be present for signature required items
- Inspect package before signing if possible

Report Issues Fast

- Contact us within 7 days
- Provide photos of damage
- Keep all packaging materials

Our Commitments

Quality Packaging

- Every record packaged to our standards
- No exceptions for sale items
- Professional materials only

Fast Processing

- Orders out within 1-2 business days
- Tracking provided quickly

- Communication throughout

Problem Resolution

- Fast response to shipping issues
 - Work with carriers on claims
 - Customer satisfaction first
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Shipping Contact

Questions: shipping@mistyjazzrecords.com **Phone:** (415) 555-5210 **Hours:** Monday-Friday, 10 AM - 6 PM PST

Average Response Time: Within 4 hours on business days

Holiday Shipping Deadlines

Christmas/Holiday Season

- **Standard Shipping:** December 15th
- **Priority Shipping:** December 20th
- **Express Shipping:** December 22nd

Posted annually in November

Environmental Commitment

We're committed to sustainable shipping:

- **Recyclable Materials:** 95% of packaging recyclable
 - **Reused Materials:** When possible and appropriate
 - **Minimal Waste:** Right-sized packaging
 - **Carbon Offset:** Available option at checkout (\$1)
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Policy effective: January 1, 2026 Rates subject to carrier rate changes International rates updated quarterly