

Everstorm Outfitters
SHIPPING & DELIVERY POLICY
Revision 4.0 — Effective 18 May 2025

1 Who We Ship To

- United States, Canada, EU/EEA, UK, Australia, New Zealand, Japan, Singapore
- No PO boxes, freight forwarders, or sanctioned destinations (OFAC list).

2 Fulfilment Centers

- Reno, NV (US West) • Harrisburg, PA (US East) • Rotterdam, NL (EU)

Orders route automatically to the closest node with stock.

3 Processing Times

Mon–Fri orders placed before 14:00 local warehouse time ship the same day.

Weekend orders ship Monday, except public holidays.

4 Service Levels & Transit Targets

Region	Standard (Business Days)	Expedited	Carrier
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West Coast US	2 – 3	1	UPS Ground / Air Saver
Midwest / TX	3 – 4	2	UPS Ground / 2-Day Air
East Coast US	4 – 5	2	UPS Ground / 2-Day Air
Canada	5 – 8	3	DHL Express / Canada Post
EU, UK	5 – 8	3	DHL Express / DPD
AU / NZ	7 – 10	4	FedEx Int'l Priority
Japan / SG	4 – 6	2	DHL Express

5 Shipping Rates (USD)

Basket Total	USA Std	USA Exp	Canada Std	EU Std*
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<\$75	7.95	live-rate	14.95	€9.95
≥\$75	**FREE**	live-rate	**FREE**	**FREE**

*EU standard ships DDP (duties paid). Other regions ship DDU (duties unpaid).

6 Order Tracking

A tracking link is emailed upon label creation. Status updates may take up to 12 h to appear after the parcel is scanned at origin terminal.

7 Changing Your Address

Contact logistics@everstorm.example within 30 min of order placement. Once the parcel is “Manifested,” we can no longer reroute.

8 Lost, Stolen, or Damaged Parcels

- a) Marked "Delivered" but not received → wait 24 h; check neighbors; then email claims@everstorm.example.
- b) No tracking movement for 7 days (domestic) / 14 days (international) → we open a carrier trace.
- c) Visible transit damage → photograph box before unsealing; attach pictures to claim email.

9 Weather & Force Majeure

Extreme weather may extend transit times beyond the targets above. Everstorm is not liable for carrier delays due to natural disasters but will refund paid expedited fees if delivery misses the expedited commitment by >24 h.

10 Holiday Shipping Cut-offs (2025)

- Hanukkah / Christmas Eve delivery, U.S. Standard → order by 13 Dec 14:00 PT
- U.S. Expedited → order by 20 Dec 14:00 PT
- International Express → order by 15 Dec 14:00 PT

11 Contact

logistics@everstorm.example • +1 (406) 555-0199 • Live chat 08:00–18:00 MT