

# Yijie's Ecommerce Market - Shipping and Delivery Policy

**Effective Date:** September 13, 2025

This document explains our shipping options, delivery timelines, and procedures for managing your delivery.

## 1. Shipping Options & Costs

We offer several shipping options to meet your needs. Costs are calculated at checkout based on the selected method, package weight, and destination.

- **Standard Shipping:** Delivery within 5-7 business days.
- **Expedited Shipping:** Delivery within 2-3 business days.
- **Overnight Shipping:** Delivery on the next business day (orders must be placed by 12:00 PM EST).

## 2. Processing and Delivery Times

**2.1. Order Processing Time:** Most orders are processed and ready for shipment within 1-2 business days. Processing times do not include weekends or holidays. **2.2. Estimated Delivery Time:** The total delivery time is the sum of the processing time and the shipping time for your selected method. (e.g., Standard Shipping: 1-2 days processing + 5-7 days shipping = 6-9 business days total). **2.3. Delays:** While we strive to meet these timelines, delivery dates are estimates and not guaranteed. Delays may occur due to weather, carrier issues, or high order volumes.

## 3. Shipment Tracking

Once your order has been shipped, you will receive a shipping confirmation email that includes a carrier tracking number. You can use this number on the carrier's website to monitor your package's journey. Please allow up to 24 hours for the tracking information to become active.

## 4. Address Changes

**4.1. Before Shipment:** If you need to change your shipping address, please contact our Customer Support team within **60 minutes** of placing your order. We will do our best to accommodate the change before the order is processed. **4.2. After Shipment:** Once an order has been shipped, we are unable to change the shipping address. In this case, you may be able to coordinate with the carrier directly to arrange a pickup or redirect the package, though this

may incur additional fees. Yijie's Ecommerce Market is not responsible for packages delivered to an incorrectly entered address.

## **5. Delivery Issues**

**5.1. Package Not Received:** If your tracking information shows that your package has been delivered but you have not received it, please check with neighbors and any building management first. If you still cannot locate the package after 24 hours, please contact our Customer Support for assistance. **5.2. Damaged Items:** If your order arrives damaged, please take photos of the damaged item and packaging, and contact our Customer Support team within 48 hours of delivery. Please refer to our "Returns & Exchanges" policy for more information. **5.3. Incomplete Order:** If your order is missing items, please contact us within 48 hours of delivery with your order number and a list of the missing items.