

# SHIPPING & DELIVERY POLICY

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## E-Commerce Store

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### 1. SHIPPING OPTIONS

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#### 1.1 Domestic Shipping (United States)

**Standard Shipping** - Cost: FREE on orders \$50+, otherwise \$5.99 - Delivery: 5-7 business days - Tracking: Included - Carrier: USPS or FedEx Ground

**Expedited Shipping** - Cost: \$12.99 - Delivery: 2-3 business days - Tracking: Included - Carrier: FedEx or UPS

**Express Shipping** - Cost: \$19.99 - Delivery: 1-2 business days - Tracking: Included with signature required - Carrier: FedEx Express or UPS Next Day Air

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#### 1.2 International Shipping

We ship to over 50 countries worldwide.

**International Standard** - Cost: Starting at \$19.99 (varies by destination) - Delivery: 7-14 business days - Tracking: Included - Customs: Customer responsible for duties and taxes

**Shipping Restrictions:** - Some products cannot be shipped internationally (batteries, aerosols, liquids) - Check product page for shipping restrictions - Expedited international shipping not available

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## 2. PROCESSING TIME

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**Order Processing:** - Orders placed Monday-Friday before 2 PM EST ship same day - Orders placed after 2 PM EST ship next business day - Weekend orders ship Monday - Holiday processing times may vary

**Processing exceptions:** - Pre-orders ship on release date - Custom/personalized items: 3-5 business days - Out-of-stock items: Backorder notice sent via email

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## 3. SHIPPING COSTS

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### 3.1 Domestic Shipping Rates

Order Total	Standard	Expedited	Express
Under \$50	\$5.99	\$12.99	\$19.99
\$50 - \$99.99	FREE	\$12.99	\$19.99
\$100+	FREE	\$9.99	\$16.99

**Free shipping promotions:** - Subscribe to newsletter for free shipping codes - Members get free shipping on orders \$35+ - Holidays and special events offer free shipping

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### 3.2 International Shipping Rates

Rates calculated at checkout based on: - Destination country - Package weight - Shipping method selected

**Sample rates (subject to change):** - Canada: \$14.99 - \$39.99 - Mexico: \$19.99 - \$49.99 - Europe: \$24.99 - \$69.99 - Asia: \$29.99 - \$79.99 - Australia: \$34.99 - \$89.99

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## 4. DELIVERY

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### 4.1 Delivery Timeframes

**Business days:** Monday - Friday, excluding holidays

**Standard delivery estimates:** - West Coast: 5-7 business days from ship date - Midwest: 4-6 business days from ship date - East Coast: 3-5 business days from ship date

**Note:** Delivery times are estimates and not guaranteed. Delays can occur due to weather, carrier issues, or high volume periods.

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### 4.2 Signature Requirements

**Signature required for:** - Orders over \$200 - Express shipping orders - Addresses with delivery history issues

**No signature required for:** - Standard and expedited orders under \$200 - Deliveries to secure locations (apartment lobbies, offices)

Request signature waiver for additional convenience (liability transfers to customer).

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### 4.3 Delivery Locations

**We ship to:** - Residential addresses - Business addresses - PO Boxes (Standard shipping only) - APO/FPO military addresses - Package receiving facilities (UPS Store, FedEx Office)

**We cannot ship to:** - Forwarding services (certain products) - Countries under trade restrictions - Invalid or incomplete addresses

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## 5. TRACKING & NOTIFICATIONS

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### 5.1 Order Tracking

**You'll receive:** 1. Order confirmation email (immediately after purchase) 2. Shipping confirmation email (when order ships) 3. Tracking number (via email and SMS if provided) 4. Delivery confirmation (when delivered)

**Track your order:** - Click tracking link in email - Log into account → "My Orders" - Visit carrier website directly with tracking number

**Tracking updates:** - Information updates every 24 hours - Allow 24-48 hours after shipment for tracking to activate - Final delivery scan may take 12 hours to appear

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### 5.2 Email Notifications

Automatic emails sent for: - Order placed - Order processing - Order shipped - Out for delivery - Delivered - Delivery exceptions (address issue, missed delivery)

**Manage preferences:** - Account settings → Communication preferences - Opt-in for SMS tracking updates

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## 6. DELIVERY ISSUES

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### 6.1 Package Not Received

If tracking shows delivered but you haven't received package:

**Within 24 hours:** 1. Check all possible delivery locations (front/back door, mailbox, porch) 2. Ask household members or neighbors 3. Look for delivery photo in tracking 4. Wait 24 hours (sometimes marked delivered early)

**After 24 hours:** 1. Contact carrier with tracking number 2. Contact our customer service 3. We'll open investigation with carrier 4. If package confirmed lost, we'll reship or refund

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## 6.2 Damaged Package

If package arrives visibly damaged:

**Before opening:** 1. Take photos of exterior damage 2. Note damage on delivery receipt (if signature required) 3. Open carefully and inspect contents 4. Take photos of damaged items

**Report damage:** - Contact us within 48 hours - Email photos to [support@ecommerce.com](mailto:support@ecommerce.com) - Include order number and description - We'll send replacement or refund immediately

**Do not:** - Discard damaged packaging (needed for carrier claim) - Return item without contacting us first

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## 6.3 Incorrect Address

**Your responsibility:** - Verify shipping address at checkout - Update address within 1 hour of order placement - After 1 hour, changes not guaranteed

**If shipped to wrong address:** - Contact carrier immediately with tracking number - Carrier may attempt address correction (\$15 fee) - If undeliverable, package returned to us - Reship at original shipping cost - Address change fee: \$5.99

**Refused or unclaimed packages:** - Package returns to us, customer charged return shipping - Refund issued minus original shipping costs - Unclaimed packages: 5-day hold at carrier facility

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## 7. INTERNATIONAL SHIPPING DETAILS

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### 7.1 Customs & Duties

**Important information:** - Customer responsible for all customs fees, duties, and taxes - Fees collected by customs in destination country (not by us) - Varies by country and product value - No control over customs processing times

**Customs declaration:** - All packages include customs form - Product descriptions and values declared accurately - We cannot mark items as "gift" to avoid fees (illegal)

**Customs delays:** - Random inspections can delay delivery by 3-10 days - Some countries inspect all packages - We are not responsible for customs delays

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### 7.2 International Restrictions

**Prohibited items (varies by country):** - Lithium batteries (strict regulations) - Aerosols and liquids over 100ml - Electronics (some countries require certifications) - Food and supplements - Items with CITES regulations

**Before ordering internationally:** - Check your country's import restrictions - Verify product compatibility (voltage, plug type) - Understand warranty limitations (may not apply internationally)

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### 7.3 International Returns

Returns from international orders: - 30-day return window (from delivery) - Customer pays return shipping (international rates apply) - Original shipping and customs fees non-refundable - Customs forms must indicate "Returned Merchandise" - Items must clear customs inspection to enter our facility

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## 8. SPECIAL SHIPPING SITUATIONS

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### 8.1 PO Box Delivery

**Can ship to PO Boxes:** - Small packages via USPS - Standard shipping only - No signature required

**Cannot ship to PO Boxes:** - Large items (over 20 lbs) - Expedited or Express shipping - Signature-required items

If your order cannot ship to PO Box, we'll contact you for alternate address.

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### 8.2 APO/FPO Military Addresses

We proudly ship to military addresses!

**Military shipping:** - Treated as domestic (Standard rates apply) - Free shipping threshold: \$50  
- Delivery: 10-18 business days (varies by base location) - No additional customs fees - USPS only (cannot use FedEx/UPS)

**Required format:**

```
Service Member Name
Unit
APO/FPO XX #####
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### 8.3 Alaska & Hawaii

**Alaska:** - Considered domestic shipping - Delivery: 7-10 business days - Additional \$8.99 surcharge for Standard shipping - Express shipping: \$29.99

**Hawaii:** - Considered domestic shipping - Delivery: 6-9 business days - Additional \$5.99 surcharge for Standard shipping - Express shipping: \$24.99

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## 9. HOLIDAY SHIPPING

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### 9.1 Peak Season

During holidays (November - December): - Processing times may extend by 1-2 days - Carrier delivery times may increase - Order early to ensure on-time delivery - Cutoff dates announced mid-November

**Holiday cutoff dates (2024):** - Standard: December 18 - Expedited: December 20 - Express: December 22

Orders placed after cutoffs may not arrive before holidays.

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### 9.2 Gift Shipping

**Gift options:** - Ship to different address (add at checkout) - Gift message (up to 250 characters) - Gift receipt (price removed) - Multiple recipients per order (separate shipping charges)

**Gift wrapping:** - Not currently available - Items arrive in manufacturer packaging - Packaging does not show pricing

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## 10. SHIPPING INSURANCE

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### 10.1 Standard Coverage



**Automatically included:** - Loss or damage coverage up to order value - No additional cost - Covers items from our warehouse to your door

**Claims process:** 1. Report issue within 48 hours of delivery (7 days for international) 2. Provide photos and description 3. Investigation completed within 5-7 business days 4. Replacement shipped or refund issued

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## 10.2 Additional Insurance

Available for high-value items: - Orders over \$500: \$4.99 per \$100 value - Covers theft after delivery - Covers full replacement value - Expedited claims processing

Add insurance at checkout for peace of mind.

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# 11. PACKAGE FORWARDING SERVICES

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## 11.1 Using Forwarding Services

If using package forwarding service (e.g., MyUS, ShipTo): - Ship to your assigned US address - Forward to international destination - You're responsible for: - Forwarding service fees - International shipping from forwarding service - Customs duties and taxes - Any issues during forwarding process

**Note:** Our shipping policy ends at delivery to forwarding service address. Issues after that point are between you and forwarding service.

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# 12. CARRIER INFORMATION

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## 12.1 Our Shipping Partners

**USPS (United States Postal Service)** - Standard domestic orders - PO Box deliveries - APO/FPO military addresses - First-Class and Priority Mail

**FedEx** - Expedited and Express orders - Large/heavy items - Signature-required deliveries - International shipments

**UPS** - Expedited and Express orders - Signature-required deliveries - Commercial addresses

**Carrier selection:** - We choose optimal carrier based on destination and shipping speed - Cannot request specific carrier (except PO Box = USPS)

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## 13. ENVIRONMENTAL COMMITMENT

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### 13.1 Sustainable Packaging

We're committed to reducing environmental impact: - Minimal packaging materials - Recycled cardboard boxes - Biodegradable packing peanuts - Recyclable bubble wrap alternatives - No plastic bags (paper envelopes instead)

**Packaging recycling:** - All our packaging is recyclable or compostable - Reuse boxes for storage or returns - Remove shipping labels before recycling

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## 14. CONTACT FOR SHIPPING QUESTIONS

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**Shipping inquiries:** - Email: [shipping@ecommerce.com](mailto:shipping@ecommerce.com) - Phone: 1-800-555-SHOP - Live Chat: Available on website

**Tracking issues:** - Check carrier website first - Contact carrier customer service - If unresolved, contact us for assistance

**Change shipping address:** - Must contact us within 1 hour of order - Email: [support@ecommerce.com](mailto:support@ecommerce.com) - Subject: "URGENT - Address Change - Order #\_\_\_\_"

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**This shipping policy is subject to change. Last updated: January 1, 2024**

For the most current information, visit: [www.ecommerce.com/shipping-policy](http://www.ecommerce.com/shipping-policy)