

# Shipping Policy

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**Last Updated: January 2025**

We strive to get your orders to you as quickly and affordably as possible. Here's everything you need to know about our shipping options, timelines, and tracking.

## Processing Time

Orders are processed Monday through Friday (excluding federal holidays). Orders placed before **2:00 PM Eastern Time** are typically shipped the same business day. Orders placed after the cutoff or on weekends/holidays will be processed the next business day.

Please allow **1-2 business days** for order processing before your package ships. During peak seasons (November–December), processing may take up to 3-5 business days.

## Domestic Shipping (United States)

Standard Shipping — FREE on orders over \$50

- **Transit time:** 5-7 business days
- **Cost:** Free for orders \$50+; \$5.99 for orders under \$50
- **Carrier:** UPS Ground or USPS Priority Mail
- **Best for:** Non-urgent orders

### Express Shipping

- **Transit time:** 2-3 business days
- **Cost:** \$12.99
- **Carrier:** UPS 2nd Day Air or FedEx 2Day
- **Best for:** When you need it sooner

### Overnight Shipping

- **Transit time:** 1 business day (order by 12pm ET)
- **Cost:** \$24.99
- **Carrier:** UPS Next Day Air or FedEx Priority Overnight
- **Best for:** Urgent orders

*Overnight delivery is not available for Alaska, Hawaii, or Puerto Rico.*

## International Shipping

We ship to over 50 countries. International orders are subject to:

- **Transit time:** 7-21 business days depending on destination
- **Cost:** Calculated at checkout based on weight and destination
- **Customs & duties:** Import taxes and duties are the responsibility of the recipient
- **Restrictions:** Some items cannot be shipped internationally due to regulations

# Order Tracking

## When Will I Get My Tracking Number?

You will receive a shipment confirmation email with your tracking number within 24 hours of your order leaving our warehouse. If you don't see it, check your spam folder.

## How to Track Your Order

1. **Email:** Click the tracking link in your shipment confirmation
2. **Account:** Log in and go to **My Orders** → select your order → **Track Package**
3. **Carrier:** Use the tracking number on the carrier's website (UPS.com, FedEx.com, USPS.com)

## Tracking Updates

- Tracking information is typically available within 24 hours of shipment
- Updates may be delayed during transit—this is normal
- Delivery estimates are provided by the carrier and are not guaranteed

## Shipping Restrictions

- **P.O. Boxes:** We can ship via USPS to P.O. Boxes for Standard Shipping only
- **APO/FPO:** We support military addresses; transit times may be longer
- **Hazardous materials:** Certain items (batteries, aerosols) have shipping restrictions
- **Oversized items:** Furniture and large items may require freight shipping (quote at checkout)

## Delivery Issues

### Package Not Received

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

1. Check with household members, neighbors, or building management
2. Look in alternate delivery locations (porch, garage, lobby)
3. Wait 24-48 hours—carriers sometimes mark delivered prematurely
4. Contact the carrier directly with your tracking number
5. If still unresolved after 48 hours, contact our support team

### Damaged in Transit

If your order arrives damaged:

1. Take photos of the package and contents before disposing of packaging
2. Contact us within 48 hours of delivery
3. We will arrange a replacement or refund at no charge

### Lost or Delayed Packages

If your package hasn't moved in 5+ business days or tracking shows an error:

1. Contact us with your order number

2. We will open an investigation with the carrier
3. Resolution typically takes 3-5 business days
4. We will replace or refund if the package cannot be located

## Free Shipping Threshold

Spend **\$50 or more** (after discounts, before tax) to qualify for free standard shipping. The free shipping threshold applies to the contiguous United States only. Alaska, Hawaii, and international orders are subject to shipping charges.

## Same-Day Delivery (Select Areas)

We offer same-day delivery in select metropolitan areas for orders placed before 12pm local time. Availability and pricing are shown at checkout. Delivery is typically completed by 8pm the same day.

## Contact Shipping Support

- **Email:** shipping@company.com
- **Phone:** 1-800-555-0123
- **Live Chat:** Available on our website
- **Hours:** Monday–Friday, 9am–6pm Eastern Time

For order status questions, have your order number ready.