

# Shipping Policy

Our shipping policy states that any orders placed after **10 a.m. Central / 8 a.m. PST** will be shipped on the subsequent business day.

*Set your hours and time zones.*

## Where does my order ship from?

Your order will be shipped from our distribution centers located **in the city, country, and zip code.**

*Fill in the address of your store or storage in the form:*

*street, city, zip code, country.*

## Promotions Offering Complimentary Shipping

Free standard shipping is available after purchases worth \$350 or more.

*Indicate if the free shipping is available and the sum when it can be used.*

## What is the estimated arrival time for my order?

The estimated delivery time for your order will vary based on your location. Generally, you can expect to receive your order **within 10 business days or sooner**. Please note that business days exclude weekends and major **US holidays**.

*Indicate the terms of shipping and the holidays in your country.*

# What choices do I have for shipping methods?

1. **UPS Next Day Air:**
  - Your order will be shipped within 1 business day after placing the order.
  - Shipping time is 1-3 business days after ordering.
2. **UPS 2nd Day Air:**
  - Your order will be shipped within 1 business day after placing the order.
  - Shipping time is 2-5 business days after ordering.
3. **Free Shipping**
  - The total delivery time (Order processing and delivery) is 2-10 business days.

For orders sent to PO Boxes, UPS SurePost® will be used, allowing UPS to deliver your package to your local Post Office.

Orders destined for Alaska or Hawaii will be shipped using UPS SurePost®.

Please note that orders placed **after 10 a.m. Central / 8 a.m. PST** will be shipped on the following business day.

*Indicate the delivery services that you use.*

## What else do I need to know?

### Modifications to Orders:

You can modify or cancel your order without any charges, provided it has not been shipped yet. To make cancellations or changes, please ensure they are requested before **8 a.m. PST**.

*Indicate the time when the order should be canceled by the customer.*

### Delivery Guarantee:

We assure you that your shipment will be delivered within the promised timeframe, except in cases where delays occur due to circumstances beyond our control. Please note that shipping and handling costs, including duties or taxes, cannot be refunded. Factors that may cause delays, but are not limited to, include adverse weather conditions, natural disasters, civil disruptions, holidays, carrier interruptions, and delays caused by customs or local government authorities.

## **Declined Shipments:**

If a package is declined upon delivery, an extra fee will be applied. Once the package is returned, this fee will be deducted from any eligible refunds.