

# **SHIPPING POLICY**

## **PROCESSING TIMES**

Although most orders ship within 24 hours of purchase from our GEORGIA warehouse, please allow 1-2 business days for orders to process before they are shipped.

**\*\* Please note we have no control over your package as soon as it is in the hands of THE UNITED STATES POSTAL SERVICE. \*\***

## **SHIPPING TIMES**

Business days are Monday, Tuesday, Wednesday, Thursday, and Friday. Holidays, Saturdays and Sundays are not included in business days.

PLEASE NOTE WE DO NOT REFUND ANY SHIPPING FEES

If you have a PO box do not ship to PO boxes.

### **Free Economy Shipping:**

Most orders are delivered in 2-5 business days after processing but please allow up to 7 business days for delivery in some cases.

### **Standard Ground Shipping:**

Up to 5 business days after the order is processed.

## **SHIPPING RATES**

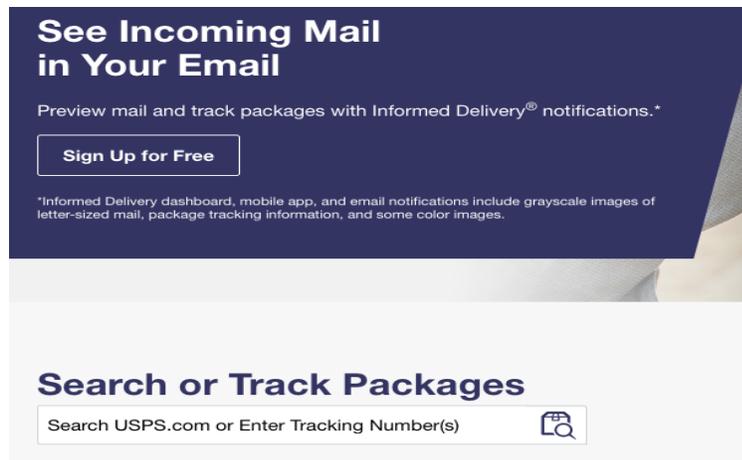
We offer FLAT RATE SHIPPING to all our customers. There is no faster shipping options.

**\*\* PLEASE NOTE WE DO NOT REFUND ANY SHIPPING FEES\*\***

## **ORDER TRACKING**

You will receive a tracking number via email once your order has shipped. We only use the USPS to ensure the best experience for our customers. When send out a tracking number to all customers via email when your order ships.

Below are the formats for the tracking numbers used by our carriers. USPS Format: 16 DIGITS  
Example: 9274890277986100000000. For the most efficient way of tracking your order, plug  
your tracking number into this site: <https://www.usps.com/>



The image shows a promotional banner for USPS Informed Delivery. The top half has a dark blue background with white text. The main heading is "See Incoming Mail in Your Email". Below it, a smaller line of text says "Preview mail and track packages with Informed Delivery® notifications.\*". A white button with a dark blue border contains the text "Sign Up for Free". At the bottom of the banner, there is a small disclaimer: "\*Informed Delivery dashboard, mobile app, and email notifications include grayscale images of letter-sized mail, package tracking information, and some color images." Below the banner is a white section with the heading "Search or Track Packages" in dark blue. Underneath is a search input field with the placeholder text "Search USPS.com or Enter Tracking Number(s)" and a magnifying glass icon to the right.

## **WHY HAS MY ORDER NOT SHIPPED OUT YET?**

Sometimes our shipping partners do not update their tracking information on time, so they may tell you the package is still in our hands when it is actually en route to you! Other times, the weather or holidays can slow things down, or the carrier may be running late. Sometimes it takes them a while to make sure the package is delivered appropriately according to its contents. All too often, someone doesn't scan the package at a stop on the way, making it appear like the delivery is farther away from you than it actually is. It's quite common for a post office to skip scanning so they can save time and move packages along quicker. You'll know this happened if the package shows up at your door suddenly with no tracking history.

## **NEED TO MAKE CHANGES TO YOUR "SHIP TO" ADDRESS?**

Please make sure your shipping address is correct before you submit your order; it's your responsibility. We ship orders daily, Monday-Saturday. So, sometimes we may not be able to intercept an incorrect order before it goes out to the wrong address. If you made a mistake in the shipping address, we are NOT responsible and we're sorry to tell you that the order has likely already left our hands.

We will not accept changes in your shipping address once the order has been placed. If the package is returned to us, then we will try to arrange to have it shipped to your new address. But this could take a long time — don't get your hopes up.