

Template 3

[Company Name]'s Shipping Policy

Domestic Shipping Policy

Shipment processing time

All orders are processed within *[number of business days]*.

State whether or not shipments or deliveries occur on weekends or holidays. Communicate what the customer should expect if your company is experiencing a high volume of orders, and if they should expect any delays. Let them know how you will communicate these changes.

Shipping rates and delivery estimates

Customize the following: Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Estimated delivery time	Shipment cost
<i>FedEx Standard</i>	<i>3-5 business days</i>	<i>Free</i>
<i>FedEx Two Days</i>	<i>2 business days</i>	<i>\$12.95</i>
<i>FedEx Overnight *</i>	<i>1-2 business days</i>	<i>\$19.95</i>

**Add any disclaimers related to shipping services you offer, shipping location limitations, and if delivery delays may occur.*

Shipment to P.O. boxes or APO/FPO addresses

Add information about shipping to P.O. boxes or APO/FPO addresses here.

Shipment confirmation and order tracking

Let your customers know when they'll receive a shipment confirmation and tracking number.

Customs, duties, and taxes

Customize the following: [Company Name] is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

Customize the following: [Company Name] is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier or our support

team directly to file a claim. Please save all packaging material and damaged goods before filing a claim.

International Shipping Policy

Add information on what countries you ship to outside your home country.

Returns Policy

Add information whether or not you offer returns, how to start the return process, who is responsible for the cost of shipping a return, where they should send the return (note the carrier), and other details on what to expect when making a return or exchange. Include information on how long returns take to process and when customers can expect to see a full refund.

For more information, email support [\[link\]](#) or our help center [\[link\]](#).