



## **Delivery Policy :**

### **General Information**

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment or check or provide an alternative option for product.

### **Delivery Location**

Orders can be shipped to the 48 contiguous states. We do not ship to Alaska, Hawaii, APO, FPO, US possessions or international shipping addresses..

### **Delivery Time**

Orders ship via FedX ground, UPS ground or Parcel Post. Direct ship orders typically ship within 3-7 business days of submission. Ship to Host orders ship within 3-7 business days of submission of the Host order. Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery and the items ordered. Products may also be delivered in separate shipments.

### **Delivery Instructions**

You can provide special delivery instructions on the check-out page of our website. Also note that orders cannot be delivered to a PO Box so please provide a shipping address.

### **Shipping and Handling Costs**

Shipping and handling fees include the cost to ship and handle the order. Shipping and Handling fees are based on the total purchase price. To find out how much your order will cost, simply add the items you would like to purchase to your cart and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed. Additional shipping charges may apply to remote areas or for large or heavy items. You will be advised of any charges on the checkout page. Shipping and handling may be taxable. Sales tax is charged according to the location to which the item is shipped.

### **Damaged Items in Transport**

If there is any damage to the packaging on delivery, contact Customer Care at 1-630-762-1700 x9 or at SHSservice@designsbyshs.com.

### **Questions**

If you have any questions about the delivery and shipment or your order, please contact Customer Care at 630-762-1700 x9 or at SHSservice@designsbyshs.com.