

## Shipping policy

All orders are processed within 1-3 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped. Please note that custom orders will take more than this time.

*There could also be slight delay due to a high volume of orders or postal service problems that are outside of our control. We will expedite your order to counter this, should it happen...at no extra cost to you.*

## Domestic Shipping Rates and Estimates

**For calculated shipping rates:** Shipping charges for your order will be calculated and displayed at checkout.

**For simple flat rate shipping:** We offer \$10 flat rate shipping to all USA states, unless we state free shipping. International shipping rates vary and will be computed with your shipping address.

*Our Free shipping thresholds apply to certain total purchase. (e.g. free shipping for orders over \$75).*

## Local delivery

Local delivery or pick up may be offered on some items. As would be discussed and agreed upon.

Free local delivery is available for orders over \$500 within [50 miles of zip code 21060]. For orders under \$100, we charge \$25 for local delivery.

Deliveries are made from [11am – 4pm], on [Monday -Saturday]. We will contact you via text message with the phone number you provided at checkout to notify you on the day of our arrival.

## Local pickup

You can skip the shipping fees with free local pickup at our Glen Burnie, Maryland, USA warehouse. After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 1-3 business days. We will send you an email when your order is ready along with instructions.

Our local pickup hours are 11am -4pm on Monday - Friday. Please have your order confirmation email with you when you come.

## International Shipping

We offer international shipping to the following countries: Canada, Mexico, Puerto Rico, Jamaica, United Kingdom, Italy, and Germany. [Other countries could be arranged, but first shipping would be agreed on].

International shipping could have longer delivery timelines (e.g. 8 to 20 days) since expectations can vary greatly depending on the destination.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. Estella HLYA Shoppe is not responsible for these charges if they are applied and are your responsibility as the customer.

## Status of your order

When your order ships, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 5 days of receiving your shipping confirmation email, please contact us at [sales@jeankara.com](mailto:sales@jeankara.com) with your name and order number, and we will look into it for you.

You can track your order here: <https://estellahlya.myshopify.com/pages/track-your-order>

## Shipping to P.O. boxes

Please note that shipping to P. O. Boxes may increase the delivery time, as not all carriers would ship there. Please ask us via email first, if you are shipping to a P.O. box, for actual delivery time.

## Refunds, returns, and exchanges

*Please click this link [for our return policy.](https://estellahlya.myshopify.com/policies/refund-policy)*

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We accept returns up to 14 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus 10% restocking fee.

In the event that your order arrives damaged in any way, please email us as soon as possible at [sales@jeankara.com](mailto:sales@jeankara.com) with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at [sales@jeankara.com](mailto:sales@jeankara.com).