

Guaranteed Delivery Terms and Conditions

Latest Update : 04/07/2020

*** DUE TO COVID19 PANDEMIC, WE DO NOT OFFER SHIPPING ORDERS AT THE MOMENT. ONLY DOOR TO DOOR ONLINE ORDER WITH LOCAL DELIVERY IS AVAILABLE AT THIS TIME UNTIL FURTHER NOTICE ***

If we provide a guaranteed delivery date on the checkout page, your shipping fees may be refunded if we miss our promised delivery date.

The following requirements must be met to qualify for a delivery guarantee refund:

- Shipping method selected is the shipping option advertised on a product detail page.
- Order is shipping to the eligible address.
- Order usually ship within 3-5 business days
- Order is placed before "order within" countdown listed on the checkout page. The "order within" countdown timer provides the window of time in which you must place your order to receive your delivery by the date shown. That delivery date may become unavailable within that window of time due to changes in inventory or delivery capacity before you place your order. Your confirmed delivery date is included in your order confirmation Email. Contact us with any concerns.
- If your order contains items that aren't eligible for guaranteed delivery, shipping preference "Ship my items as they become available" is selected.
- Your credit or debit card must be successfully charged before the deadline displayed on the checkout page.
- The guarantee does not apply if we miss our promised delivery date because of an unforeseen circumstance outside of our control, such as a strike, natural disaster, or severe winter storm. Also, delivery scans might be inaccurate.
 - An attempted delivery on or before the guaranteed delivery date meets our delivery guarantee.
 - An offer by the carrier of a delivery appointment on or before the guaranteed delivery date meets our delivery guarantee
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To inquire about a refund of the shipping fees you paid on this order, [contact us](#) and click "An Order I Placed." Select your order, then select Problem with an order > Shipping or delivery issues > Shipment is late.

