
Shipping Guidelines

Last updated: 11/8/18

Guidelines

At checkout, customers are prompted to choose a shipping method for their cart. Shipping costs are dependent on the items in the order and the selected shipping method. The total shipping will automatically compute during checkout prior to the completion of the order. We ask that all customers please allow time for the order to process. This could take up to 1-2 business days.

Generally, to ensure shipping method upgrades can be fulfilled on time, orders must be processed and clear credit authorization by 12:00pm (noon) EST or the order may not be processed until the following business day. Business days are Monday-Friday, excluding observed holidays within the United States.

Please email us at info@heavenearthmedicinals.com with any questions.

Product Inventory

A product's availability is clearly noted on the Product Detail page as "In Stock" and "Out of Stock". Most items on our site are in stock and ready to ship. Some items are either temporarily out-of-stock or are not available for shipment until a specific date. For more information please read the details below.

Order Tracking

Tracking codes are assigned to packages once an order is ready to ship and an automatic email is sent to the customer address on file. Please check your SPAM folder and/or verify that the email address is correct if you do not receive a notification. However, it may take up to 2 full business days before the package is checked in the delivering carrier's tracking system after shipment. That means that even though your package has already shipped from our warehouse and is on its way to you, the carrier may not be able to provide any information about your package for up to 2 full business days.

Order places on <https://www.heavenearthmedicinals.com/> may be delivered by one of several different carriers and shipping methods, although the main carrier is UPS/USPS. Therefore, tracking availability may vary depending on the type of item you purchased, the shipping method you selected during checkout, and the carrier that is delivering your items.

Order Status

Currently we do not offer order status tracking, but hope to make that feature available in the near future.



heavenearthmedicinals.com
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Order status represent what is happening from the time you place your order and the time it leaves our warehouse. Once it leaves our warehouse it will be fully trackable by its tracking number through its carrier.