

Frequently Asked Questions - LABL Shipping Protection

What is LABL Shipping Protection?

LABL Shipping Protection is a **FREE** service for ProCare Health customers that provides coverage for your shipments against lost, stolen or damaged orders while in transit. It offers peace of mind by ensuring that you receive a replacement or refund for the value of the item if it is lost, stolen or damaged while in transit to your address.

How does LABL Shipping Protection work?

If your package is lost, stolen or damaged during shipment, you can contact ProCare Health directly and they can submit a claim on your behalf, or you can submit a claim through the consumer portal [here](#). You will need your email address and order number.

What does LABL Shipping Protection cover?

LABL Guarantee covers the following scenarios:

- Lost: If your package is lost in transit
- Theft: If your package is stolen after delivery
- Damage: If your package arrives damaged

How long do I have to wait to know if my claim has been approved?

Our average response time for claims review is 3 business hours. Please note that claims submitted outside our specified time frames may experience a delay as we wait to ensure that appropriate time has passed.

Lost Orders - Claims must be filed **7 days** after last date of tracking update.

Stolen Orders - Claims must be filed **5 days** after the date of delivery. This timeframe allows for the order to potentially be delivered to you because of an error or early scan. This occurs frequently.

Damaged Orders - Claims can be submitted immediately upon discovery-but within **15 days** of delivery.

What is not covered by LABL Shipping Protection?

LABL Guarantee does not cover the follow:

- Claims for packages delivered to an incorrect address due to an error on the customer's part
- Cosmetic damage
- Delays in delivery- estimated delivery for packages is 7-10 business days.

Is there a time limit for filling a claim?

Yes, you must file a claim within 15 days of the item's last tracking update, or when it was marked as delivered, and or when receiving a damaged item. It is important to report the issue as soon as possible to ensure a quick resolution.