

AN UPDATE ON RECENT SHIPPING DELAYS

We want our Ishine babes to have fun when they shop with us. Due to COVID-19 however, there's been delays with shipping carriers such as USPS, FedEx, and local post offices. Ishine365 has been working tirelessly to mitigate such delays, although they are beyond our control. Read on for more info.



fulfillment & delivery process

The journey of an Ishine package before getting to you!

Step 1

Within 72 hrs of placing your order, kinis are packaged and prepped for shipping in our Miami, Florida warehouse and received by USPS

Step 2

USPS routes each package for delivery, including several stops before making it to your local post office

Step 3

Once scanned at your local post office, your package will be loaded onto a truck and delivered to your door!

A lot of work goes in to bringing packages to their final destination safely and efficiently, and the pandemic has impacted each of those steps causing delays throughout the journey. At Ishine we are doing everything we can to resolve these issues as quickly as possible.

Why are there delays in package delivery?

Everyone is shopping from home



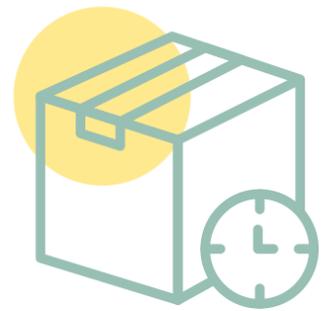
Social distancing guidelines have led the e-commerce industry to experience a boom, resulting in a lot more packages to process. Our team is focused on getting each package shipped quickly and safely, but this has led to delays.

Reduction in transportation

Due to COVID-19 transportation and availability of personnel has been severely impacted. So some orders are taking longer than usual to move from one facility to the next.

Delays with USPS

USPS is experiencing delays due to major increases in shipments since COVID-19. This results in longer than usual shipping time.



FREQUENTLY ASKED QUESTIONS

Why does USPS say they have not received my package?

Tracking information will not be updated until USPS scans the package. Due to the pandemic there is an overwhelming amount of packages combined with limited workforce which is causing this delay in all areas. We appreciate your patience and understanding!

Why did my friend receive their package before me when I placed my order earlier?

USPS delays have been resulting in up to 28 business days for some deliveries. An earlier package may have been more severely impacted during processing through shipping provider facilities. We are actively working with all providers involved to process these orders for you as quickly as possible.

My package has taken longer than usual, how can I get a refund or cancel my order?

Ishine will process claims for orders that have not been scanned or updated with USPS after 30 days from fulfillment by our facilities. Ishine babes will receive full credit for their order to be used on any future purchase. We advise that all customers note the current situation with delays before choosing USPS Priority Express, as this service is also being impacted, and USPS is not issuing refunds for delays.

THANK YOU SO MUCH FOR YOUR PATIENCE DURING THESE PRESSING TIMES!