

Shipping Policy

Every shipping policy is different and there is no one-size-fits-all approach. But this template should help you design your own.

A well-thought-out shipping policy not only helps you proactively set the right expectations around shipping times and costs, but it also becomes an asset whenever customers come with questions about their orders.

Shipping:

ORDER PROCESSING:

Please allow [timeframe] to process your order. Expect an email within [timeframe] to let you know your order is on the way!

STORE PICKUP - [Insert Address]

Orders can be picked up daily, from [time]. An email will be sent when your order is ready for pickup.

LOCAL DELIVERY

During checkout, enter your address and choose the ship option. Click the "continue to shipping" button. Local delivery is available for addresses within [insert distance] of our shop.

If the local delivery option does not show up during checkout, your order is not eligible for local delivery.

Orders placed before [time] during store hours [insert store hours] will be delivered the same day. Orders placed outside of these hours will be delivered the next day we are open.

When your order is ready for delivery, you will receive an email with real-time tracking information.

FLAT RATE SHIPPING

Orders are generally shipped within [timeframe] using [your shipping provider i.e. Canada Post's delivery standard is 2 - 7 days]. Flat rate shipping fee of [fee] applies to orders shipping to [locations outside local region]. Optional: We do not ship outside of [your country] at this time.

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 \$X flat rate shipping to [list countries].

You can also emphasize any free shipping thresholds you offer (e.g. free shipping for orders over \$75). For multiple shipping options, you can list carrier options, prices, and delivery times in a table.

Shipping option	Estimated delivery time	Price
Option 1	X to X business days	\$X
Option 2	X to X business days	\$X
Option 3	X to X business days	\$X

INTERNATIONAL SHIPPING:

We offer international shipping to the following countries: [list of countries].

If relevant you can also include countries you don't ship to: At this time, we do not ship to [list of countries].

If you're using calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

If you offer multiple international shipping options, you can list them in a table as well. You can include broader delivery timelines (e.g. 8 to 20 days) for international shipping since expectations can vary greatly depending on the destination.

Shipping option	Estimated delivery time	Price
Option 1	X to X business days	\$X
Option 2	X to X business days	\$X
Option 3	X to X business days	\$X

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

REFUNDS,, RETURNS AND EXCHANGES

We accept returns up to X days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible at support@email.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 support@email.com.