

customers. Shipping Policies typically include domestic and international shipping speed

Shipping Policy Template

Some of the most common questions you'll get as a store owner will be related to shipping. It's important to include answers to these questions in your FAQs. You can also add them to the Shipping Policy in Shopify so your customers can easily find them. Make sure your responses are consistent in both places.

Your shipping policy is a set of terms created that describe how orders are shipped to the options, shipping costs, estimates for order processing times, details around Free Shipping Promotions, and more.

Shipping Policies are especially important if you offer customized or personalized items that require more than a 24 hour processing time.

Shipping Policy Template:

How long does it take to process an order?

Please allow 1-2 days for our order to be processed for shipping. We make every effort to fulfill your orders as quickly as possible. Understand we are a team of humans, working with human hands, and human brains. Every order is packed with care.

What about shipping?

We currently ship within the US. Shipping times depend on your location. If you live close to us in New York, you'll get it faster than if you live in California. The UPS/USPS quote 2 - 8 business days for shipping.

At this time we do not offer international shipping.

Personalized or custom orders take 2 - 3 days to create and deliver because they are made-to-order.

Shipping rates are calculated at the time of purchase based on the carrier's current pricing.

Returns, Refunds, and Exchanges

Please see our Returns, Refunds and Exchange policy here:

www.yoursite.com/returns

In the event that your order arrives damaged in any way, please email us as soon as possible with your order number and a photo of the item's condition. We address these on a case-by-case basis and will try our best to work towards a satisfactory solution.

If you have questions about your order or shipping, please email us at [\[REDACTED\]](#)