

## **JING Wholesale Shipping Policies:**

As a small business, each of our products passes through our hands every step of the way. From sourcing ingredients, turning raw ingredients into our final products, to bottling, packing and shipping, we do it all with love and attention. This is how we ensure that only the very best quality product reaches you.

You can expect your products to ship within 3 business days from the day you order (or if you are invoiced, from the day you pay), and if there is a delay in shipping your package for some unavoidable reason, you will be contacted during this time and given options.

## **Interpretation and Definitions:**

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Disclaimer:

"Company" (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Jing Life, LLC.

"Goods" refers to the items offered for sale on the Service.

"Orders" means a request by You to purchase Goods from Us.

"Service" refers to the Website.

"Website" refers to eatjing.com, accessible from any URL.

"You" means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Thank you for visiting and shopping at eatjing.com. The following terms and conditions constitute our Shipping Policy.

## **Domestic Shipping Policy**

### Shipment processing times:

All Orders are processed within 3 business days. Orders are not shipped or delivered on weekends or holidays.

If We are experiencing an extraordinarily high volume of Orders, shipments may be delayed by a few days. If there is a significant delay in the shipment of Your Order, We will contact You via email or telephone.

## **Shipping rates & delivery estimates**

A full description of our current wholesale shipping zones and rate tiers can be found [here](#).

For orders within the US, including Alaska and Hawaii, shipping will be calculated at check out. These rates are only an estimate. Should shipping costs greatly exceed this estimate, We will contact You and provide an invoice for the balance owed. All orders will be shipped at standard speed with the postal carrier of our choosing. If your order requires expedited shipping, or if you believe that your shipping rate is not being calculated correctly, please enquire via email.

Yes, we ship to Canada! However, please note that when you select Canada as your delivery destination at checkout, it may indicate "FREE" shipping. This is because we are currently unable to calculate live international shipping rates at checkout. Once your order is placed, we will email you an invoice for shipping costs based on the rate provided by DHL. Your order will ship as soon as the shipping fee is paid.

For international orders outside of the US and Canada, please enquire via email.

We cannot guarantee a date of arrival for any order. Orders typically take 3-10 business days to arrive once processed and shipped. Shipping to Alaska and Hawaii may take a few extra days for package to arrive.

If you believe your order to be lost, please contact Us at [hello@eatjing.com](mailto:hello@eatjing.com) and we will make it right.

## **Shipment to P.O. boxes or APO/FPO addresses**

Jing Life, LLC ships to addresses within the U.S., U.S. Territories, and APO/FPO/DPO addresses. Any order addressed to a P.O. Box will be shipped with USPS.

## **Shipment confirmation & Order tracking**

You will receive a Shipment Confirmation Email once Your Order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

## **Customs, Duties and Taxes**

Jing Life, LLC is not responsible for any customs and taxes applied to Your Order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes).

## **Damages**

Jing Life, LLC is not liable for any products damaged or lost during shipping, however, as a courtesy, we will replace lost or damaged items and file an insurance claim on your behalf. In order to do this, if you received your order damaged, please save all packaging materials and

damaged goods, take multiple photos of the package and goods, and contact us immediately for further instructions.

### **Contact Us**

If you have any questions about this Shipping Policy, You can contact Us by sending Us an email: [hello@eatjing.com](mailto:hello@eatjing.com)