

## **SHIPPING AND TERMS**

### **ORDER PROCESSING**

Orders are processed and shipped Monday through Friday. Preparing orders for shipment typically takes 1-3 business days after the date of purchase. An additional transit time of 2-5 days is then added to this estimate - although we typically ship priority mail for most packages.

Please double check your address at the time of checkout. Drop The Line is not responsible for shipping addresses that are incomplete or inaccurate, or delivery addresses that are inaccessible. Please notify us prior to ordering if your address does not accept USPS delivery. Any order that requires reshipment due to address inconsistencies may be subject to additional shipping charges, and we cannot refund shipping for any orders that are returned to us for this reason.

### **SHIPPING**

Orders are typically shipped via USPS Priority Mail - and occasionally USPS First Class, or UPS Ground in the instance that priority mail is cost prohibitive. Then very occasionally, if alternative shipping carriers offer an equal shipping type at a lesser rate, we will choose that method.

Our system will email your shipping confirmation as soon as a label is created for your order, but please note that tracking information will not become available until the package is picked up by the carrier, usually that day or the next business day.

We charge a flat rate of \$10 for packing and shipping any orders up to \$200.

### **FREE SHIPPING**

Receive free ground shipping in the contiguous US on orders over \$200. Ground shipping includes the methods listed above.

### **EXPEDITED SHIPPING**

We do not offer expedited shipping at this time - but if your package is urgent contact us at [info@dropheline.net](mailto:info@dropheline.net) and we'll do our best to get it out as fast as possible. We can't make promises though - we're a small business and doing our best to keep up.

### **LOST PACKAGES**

Once an order has been handed over to the shipping carrier, its transit is out of our control. Please contact the appropriate carrier if you feel your order has been lost or delayed. We cannot refund orders that are lost by a shipping company, and we advise you to work with them to arrange compensation.

In addition, please contact the shipping carrier for any package that is lost or stolen after the package has been delivered.

### **INTERNATIONAL SHIPPING**

We do not offer international shipping at this time. We're working on it though.

## **RETURNS**

### **UNWANTED ITEMS**

We want everyone to love their Drop The Line products and we understand that sometimes things just don't work out. We try our best to describe and photograph our products accurately on our website, and we ask that you pay close attention to specifications and sizing prior to ordering to help us reduce the expense and environmental impact of returns.

Returns will be considered for any item that is in sellable condition and in its original packaging, within 30 days of receipt of goods.

In order to initiate a return, please send an email to [info@dropheline.net](mailto:info@dropheline.net) along with your order number, which can be found on your order confirmation or shipping confirmation email.

Return shipping is the customer's responsibility. Please package your item carefully when returning it to us. Any product not received in sellable condition will not be refunded.

Original shipping fees are non-refundable unless the product is determined to be defective.

Gift cards, sale items, discounted items and seasonal items are final sale and are not eligible for return or exchange.

### **DAMAGED ITEMS**

Occasionally, despite our best efforts to package your items with care, parcels may be damaged in transit. If this happens and the product inside is affected, we ask that you please contact us immediately with photos of both the outer shipping box/mailler and the damaged product.

### **DEFECTIVE OR INACCURATE ITEMS**

If you have reason to believe a product you purchased is defective, or if you were sent the wrong product, please reach out to us as soon as possible after receiving it by sending a photo of the affected item(s) to [info@dropheline.net](mailto:info@dropheline.net). We will work with you to determine the cause of the problem and if a replacement is needed, then we will arrange for a pre-paid return label or replacement to be sent to you.