

# Shipping Policy

Thank you for shopping with Sovereign-Ives LLC. This Shipping Policy outlines the terms and conditions regarding the shipping of products ordered from our e-commerce store.

## Domestic Shipping Policy

### Shipment Processing Time

- **Order Processing:** Orders are processed within 1–2 business days. Orders are not processed or shipped from Friday, 12 pm GMT through Sunday, or on holidays.
- **High Volume:** During periods of high order volume, shipments may be delayed. We will notify you via email or phone if there is a significant delay.

### Shipping Rates and Delivery Estimates

Shipping charges are calculated at checkout based on the destination and selected delivery service.

Order Amount	Standard Shipping (10 business days)	Express Delivery (3-5 business days)
\$0–\$149.99	\$10.00	\$19.99
\$150.00+	*Free	\$19.99

\*Free standard shipping on orders of \$150 or more.

- **Shipment Confirmation:** You will receive a Shipment Confirmation email with your tracking number once your order has shipped. The tracking number will be active within 24 hours.

### Shipment to P.O. Boxes or APO/FPO Addresses

We ship to addresses within the US, US Territories, and APO/FPO/DPO addresses.

## International Shipping Policy

- **Countries We Ship To:** We now ship to Canada, the UK, Australia, and Germany. Shipping rates and delivery times vary by destination.

Region	Standard Shipping	Express Delivery
Canada, UK, Australia	\$25.00	\$49.99
Other Countries	\$30.00	Not Available

- **Customs, Duties, and Taxes:** The customer is responsible for any customs, duties, and taxes applied to their order. All fees imposed during or after shipping are the customer's responsibility.

## Shipping Times

- **General:** Shipping times vary by method. By selecting a shipping method, you agree to the corresponding shipping time.
- **Delays:** Unforeseen factors (e.g., weather, shipping congestion, holidays) may cause delays. We recommend planning your purchase in advance during major holidays.

## Disputes and After-Sales Service

- **Communication First:** We do not accept disputes without prior communication. Contact us first via email or online chat for any issues.
- **Lost or Damaged Orders:** Report any lost or damaged orders immediately. We will assist with after-sales service and claims.

## Responsibilities and Liabilities

- **Contactless Delivery:** Due to COVID-19, couriers (DHL, FedEx, UPS) may implement contactless delivery. Ensure you are available to receive your package.
- **Incorrect Addresses:** If the consignee information is incorrect, the customer bears all losses and liabilities.
- **Customs Duties:** Packages may incur customs duties. If unpaid duties result in package return or destruction, the customer bears all losses and liabilities.
- **P.O. Boxes:** Avoid using P.O. Box addresses as it may result in non-delivery. Customers bear all losses and liabilities for such cases.

## Returns, Damages, and Cancellations

- **Damages:** Report damaged items within 48 hours of receipt. Hold onto damaged items and packaging for carrier inspection.
- **Missing Packages:** Report missing packages within 3 days of the expected delivery date. Claims take up to 8 business days for resolution.
- **Undeliverable Packages:** Refunds are issued minus shipping charges if packages are returned as undeliverable.

## Payment and General Terms

- **Payment Methods:** Payments by credit card or PayPal. Bank wire refunds are issued by company check.
- **Order Fulfilment:** We strive to fulfil over 99% of orders but assume no responsibility for unavailable items. Refunds will be issued for any unavailable items.

For further assistance or inquiries, contact our customer service at [help@sovereign-ives.com](mailto:help@sovereign-ives.com) or via WhatsApp at (845) 208-4731.

**Operating Hours:** 9am to 5pm Mon - Fri