

# Generic Shipping Policy Template

This document sets out the shipping policy that applies to customers that make a purchase at [website]. If you have any questions, please contact our customer service team on [phone number] or [email address].

## Shipping Options & Delivery Costs

We offer the following shipping options - you will be asked to select a shipping method at checkout.

[your shipping rates here]

## Order Processing Time

All orders placed before 2 PM Monday to Friday are processed and dispatched the same day, all orders placed after will be dispatched the next day. All orders placed during the weekend or on a public holiday will be sent from our warehouse on Monday or on the next business day.

## Delivery Address & P.O. Boxes

Please note that we are unable to modify the delivery address once you have placed your order. We are sorry but we do not ship to P.O. boxes.

## International Orders

Your package may be subject to import duties and taxes. You, as the customer, are responsible for paying those fees. We recommend that you check with your local customs office before placing an order on our website as these fees can sometimes be significant and we are unable to calculate these for you.

## Tracking Your Order

Once your order has been dispatched, we will send you a confirmation email with tracking information. You will be able to track your package directly on the carrier's website.

## Returns, Refunds, and Exchanges

We want you to be completely happy with your purchase - please read our return & refund policy for detailed information about our processes.

Use our professional [legal policy generators](#) to create attorney-drafted documents tailored specifically for your business and website and how you operate them.