

SHIPPING POLICY

This Shipping Policy is hereby incorporated into and is a part of the Terms & Conditions (Regulations of the Internet Shop).

I. SHIPPING DESTINATIONS AND METHOD:

We ship to destinations across the U.S. When you order from Zepter International USA Inc. your order will be shipped via our default carrier, UPS. Should you require the use of an alternative shipping carrier or wish to arrange for a shipping option which isn't normally offered during the check-out process, please contact our Customer Support Department prior to placing your order. Customer Service can be reached by telephone at (201) 453-0637 or by email: service@zepter-usa.com.

II. DELIVERY TIME:

We process all orders during regular business hours (M-F 9:00 AM - 5:00 PM eastern time), however delays do occasionally occur that are beyond the control of Zepter International USA Inc. Please note that some items may need to be ordered from the manufacturer, which may cause additional delays.

Due to the nature of our products we feel it's important that we take the time to ensure that all orders are processed and prepared correctly. With this in mind, we aim to have orders shipped out within 2-3 business days of receiving a completed order. If you feel that your order requires special attention or that a different processing timeframe is required, please contact us at (201) 453-0637 prior to placing your order.

III. MULTIPLE PACKAGE SHIPMENTS:

Although we make attempts to ship all of the items in your order in the same package, sometimes it may be necessary to break up orders in two or more packages or into multiple shipments. Please also be aware that carriers may separate shipments while they are in transit, so there is a possibility that you will not receive all of your packages at the same time.

IV. P.O. BOX SHIPMENTS; SIGNATURE:

Unfortunately, we cannot ship to P.O. Boxes.

For your protection, a signature is required upon delivery of your order. If there are no alternatives to using a P.O. Box available to you, please contact our Customer Support department at (201) 453-0637 prior to placing your order and we'll try to accommodate your request.

V. DELIVERY ADDRESS ACCURACY:

In order to ship your package and ensure your delivery arrives promptly we require a complete street address with postal code. We are not responsible for shipments that are delayed, lost or misdirected due to an inaccurate address being provided. Zepter International USA Inc. will not be held responsible for additional shipping charges incurred because an incorrect or incomplete address has been provided. If a problem related to a shipping address is discovered, we will attempt to contact you and correct the problem, however it is ultimately your responsibility to provide us with accurate information.

VI. DAMAGED, LOST OR SHORT SHIPMENTS:

Please refer to our Returns and Exchanges policy in the event that you receive damaged, defective or incorrect merchandise.