



## **SHIPPING POLICY**

### **Q: HOW WILL MY PRODUCT BE SHIPPED?**

**A: Your product will be shipped by the best way. We get multiple shipping rates for each order and ship your materials the least expensive way. If you have your own UPS, FEDEX, or other freight company account then we can ship the products using your shipping labels and/or bill of lading.**

### **Q: WHY IS THERE A SEPARATE SHIPPING CHARGE FOR EACH PRODUCT AND CAN ITEMS BE COMBINED TO REDUCE THE CHARGES?**

**A: Each product is sent directly to you from the manufacturer, saving you money in overhead costs and warehousing. This means that each product is being shipped from a different location, and therefore bears a separate shipping charge. If multiple items are ordered and come from the same location then the items will be combined to reduce the shipping costs.**

### **Q: ARE YOUR PRODUCTS IN STOCK?**

**A: Most of our products are in stock, unless listed as "out of stock" on the individual product page. We accept backorders for items that are out of stock and we will update your order page to keep you up to date with lead times. In rare cases, however, we may take your order and then discover that the product is not available for immediate shipping. If some unforeseen occurrence delays your order, you will receive an email from Cattle House Wholesale letting you know when to expect your product, and we will work to fill your order as quickly as possible. If for some reason the lead times are too long or you decide you do not want to wait for the product to ship then we will issue a full refund immediately. Some items are made to order by the manufacturer and generally have 1 week lead times.**

### **Q: DO YOU SHIP OUTSIDE THE CONTINENTAL US?**

**A: We do offer shipping throughout the world. Any orders for export can be delivered to the customer's preferred freight forwarder. For products shipped outside of the US, there may be additional customs duties owed, depending on your country's import rules. These duties are not included in your shipping costs, and are entirely your responsibility.**

**Q: DO YOU OFFER EXPEDITED SHIPPING?**

**A: We do offer 2-3 day shipping within the Continental US on in stock products -- Please note that these guaranteed rates will be provided once your order is placed. Please note that it takes 1 business day to process your order -- so 2-3 day shipping actually means 3-4 business days. We can not be held responsible for delays caused by the postal service or other shipping companies. We will provide tracking information on all orders once shipped. Products that can ship Via UPS and FedEx can be shipped overnight.**

**Q: CAN YOU SHIP TO A PO BOX?**

**A: No -- we need an actual physical street address to ship your order.**

**Q: HOW LONG WILL IT TAKE TO PROCESS MY ORDER?**

**A: It will normally take approximately 1-3 business days to process your shipment and to send it out. In the case of custom-built products, processing time will be longer.**

**Q: CAN I CANCEL AN ORDER?**

**A: Once your order is placed you have until it ships to cancel.**

**Q: HOW WILL I KNOW WHEN MY ORDER HAS BEEN SHIPPED?**

**A: Once your order is processed, you will receive an email confirmation of your order which provides you with a tracking number.**

**Q: HOW CAN I TRACK MY SHIPMENT?**

**A: If your product has been sent via a shipper that offers tracking (UPS, FedEx, Canada Post, etc.), you can retrieve tracking number from our email confirmation. You may then contact Cattle House Wholesale directly to track your order. If your product has been sent without tracking confirmation, please wait until the estimated date of arrival to contact us. If the product has not arrived at your door within a reasonable amount of time, we will be happy to re-send your product at no additional cost to you.**

**Q: HOW LONG WILL IT TAKE FOR MY ORDER TO ARRIVE?**

**A: Your order should arrive in no more than 5-10 business days, depending on the shipping method -- usually much sooner than that. However, orders outside of the Continental US and custom orders may take longer -- overseas orders may even take up to 6-8 weeks, depending on the shipping method. Approximate expected transit times for each shipping method are as follows, but are not guaranteed:**

- **ground shipping in the continental U.S. -- 4 to 14 business days after shipping (may take up to 21 business days if there are postal delays)**
- **shipping to AK / HI -- 4 to 14 business days after shipping (may take up to 21 business days if there are postal delays)**
- **shipping to Canada -- 4 to 14 business days after shipping (may take up to 4 weeks if there are customs delays)**
- **expedited shipping in the continental U.S. -- 2 to 6 business days after shipping**
- **overseas shipping -- 3 to 6 weeks (may take 8 to 12 weeks if there are customs delays)**

**Q: WHAT IF I HAVE A PROBLEM WITH MY SHIPMENT?**

**A: For noticeable damage please note it on the bill of lading and reject the shipment. For concealed damage please notify us within 3 business days of receipt of the item and we will help you file a claim and have a new item shipped. If Cattle House Wholesale is notified about concealed damage past the freight companies grace period then the item can no longer be returned, exchanged or replaced.**