



# Shipping Policy

Thank you for visiting and shopping at Calf-Tel.com. Following are the terms and conditions that constitute our Shipping Policy.

## Domestic Shipping Policy

### Shipment processing time

All orders are processed within 1-2 business days. Orders are not shipped or delivered on weekends or holidays. The shipping cut-off time is 3pm CST. Orders placed after 3pm CST will be processed the next business day. All shipping dates are pending credit card verification for in-stock merchandise. Please allow 1-2 business days for your order to process before it is shipped.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

If we anticipate a longer lead time, it will be noted in the item description.

### Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

All shipments will ship Ground via carrier with best possible rate based on your region.

Delivery delays can occasionally occur.

We support the following carriers on Calf-Tel.com:

### Shipment addresses

Calf-Tel.com ships to addresses within the continental U.S., Hawaii & Alaska.

- Orders cannot be shipped to PO Boxes
- Shipping available to the 50 United States. Currently, we do not ship to U.S. Territories.
- Orders only ship on business days, which are Monday-Friday

### Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.



## **Customs, Duties and Taxes**

Calf-Tel.com is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

## **Damages**

Calf-Tel.com is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

## **International Shipping Policy**

We currently do not ship outside the U.S.

## **Returns Policy**

Our Return & Refund Policy provides detailed information about options and procedures for returning your order.

## **Please Note**

- You will receive your order anywhere from 5-10 business days from the date that it is shipped out, not the date the order is placed.
- After your payment is authorized and verified, it can still take up to two business days to process your order in our warehouse.
- Orders that are system flagged(SF) may be asked to verify additional information and we are not responsible for the delay in processing your order.
- Business days do not include weekends or holidays. Orders placed on Friday after 12pm CST or over the weekend will begin processing on the following Monday.