# Sweet Grass Farms’ Shipping Policy

## Domestic Shipping Policy

### Shipment processing time

All orders are processed within 3-5 business days

Shipments may be delayed by weekends, holidays, forces out of our control (i.e. shipper delays, weather etc.), if we are experiencing high volume orders, etc. We will do our best to effectively communicate any delays in shipment via email or posted on our website.

### Shipping rates and delivery estimates

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

|  |  |  |
| --- | --- | --- |
| **Shipment method** | **Estimated delivery time** | **Shipment cost** |
| *UPS Ground* | *3-5 business days* | *Free* |
| *USPS* | *2 business days* | *$12.95* |
| *FedEx Overnight \** | *1-2 business days* | *$19.95* |

*\*Add any disclaimers related to shipping services you offer, shipping location limitations, and if delivery delays may occur.*

*Tracking Information: If your carriers provides a tracking option, let customers know to expect it and tell them how they’ll receive their tracking information.*

### Shipment to P.O. boxes or APO/FPO addresses

*Add information about shipping to P.O. boxes or APO/FPO addresses here.*

### Shipment confirmation and order tracking

*Let your customers know when they’ll receive a shipment confirmation and tracking number.*

### Customs, duties, and taxes

Sweet Grass Farms 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

Sweet Grass Farms is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier or our support team directly to file a claim. Please save all packaging material and damaged goods before filing a claim.

## International Shipping Policy

Currently we are unable to ship outside of the United States Of America. If you have any questions related to this or if we can ship to you, please email sweetgrassfarms@yahoo.com with the subject “International Shipping Question”.

## Returns Policy

Unfortunately at this time we are unable to accept or process returns. We will update this policy if there are any changes. For concerns with your order please email us at sweetgrassfarms@yahoo.com with the subject “Order Concern”.

For more information, email support or our help center at sweetgrassfarms@yahoo.com.