

SHIPPING & DELIVERY

Orders are generally shipped via USPS.

All orders have a 1-2 business-day processing time regardless of method of shipment selected.

We **Do Not** ship orders on weekends. Weekends are not considered business days.

Free Standard Shipping for Orders Over \$150. To be eligible for standard free shipping, the order value must be \$150. Qualifying amount must be met AFTER any promotion or discount is applied. Packaging, taxes and prior purchases do not qualify toward the minimum purchase requirement. Offer does not apply to shipping of paintings.

SHIPPING & HANDLING: DOMESTIC

USA ADDRESSES Order placed before 2pm EST. Continental USA.				
SHIPPING METHOD	Estimated Delivery Time	Flat Rate Cost	Delivery Days	Carrier
First Class	4-7 business days transit	\$7	Mon-Fri	USPS
Priority	1-3 business days transit	\$12	Mon-Fri	USPS
Express	1-2 business days transit	\$30	Mon-Fri	USPS

SHIPPING FOR PAINTINGS USA ADDRESSES Order placed before 2pm EST. Continental USA.				
SHIPPING METHOD	Estimated Delivery Time	Flat Rate Cost	Delivery Days	Carrier
First Class	4-7 business days transit	\$15	Mon-Fri	USPS
Priority	1-3 business days transit	\$25	Mon-Fri	USPS

SHIPPING & HANDLING: CANADA

CANADA ADDRESSES Order placed before 2pm EST.				
SHIPPING METHOD	Estimated Delivery Time	Flat Rate Cost	Delivery Days	Carrier
First Class International (under 16oz)	11-21 business days	\$15	Mon-Fri	USPS
First Class	11-21	\$35	Mon-Fri	USPS

International (1-4lbs)	business days			
Priority International (1-20 lbs)	6-10 business days	\$40	Mon-Fri	USPS

Important Notes:

- Orders ship on business days, Monday through Friday. Excluding US Holidays.
- Delivery dates and times are not guaranteed and are estimates provided by the carriers. Please contact the carrier directly (USPS) if you have any additional delivery questions. If an order is required by a certain date, please consider expedited shipping.
- Orders with gift wrap may require an additional business day for processing.
- Saturday and Sunday deliveries are currently not available.
- All orders are processed within approximately 1 to 2 business days after the order is placed. Standard orders are processed once credit card authorization and verification have been obtained. Orders placed on a weekend or holiday will be processed within 1 to 2 business days, Monday through Friday.
- To ensure the prompt delivery of your order, we recommend that you place your order by 2PM EST. Orders placed AFTER 2PM EST Monday-Friday and on weekends will be processed on the following business day (business day refers to Monday-Friday, excluding Holidays).
- We are not responsible for any shipment delays caused by USPS.
- Please make sure the address we are shipping to is a secure location. We are not responsible for stolen packages. If packages are stolen, we will try our best to help but we are not responsible for any lost or stolen packages.
- We are also not responsible for lost mail. Please be sure to input all pertinent order information at checkout to avoid shipment delays and or delivery issues. You are responsible for entering the correct delivery address for your package. Any returned packages will be subject to returned shipping fees.
- We recommend taking shipping insurance on orders over \$250. Shipping insurance coverage is optional and can be arranged by sending us an email at orders@kaphagroup.com
- For additional delivery arrangements for your package please leave us a note in the "Order Notes" box at the time of check-out. Please complete your purchase for the product(s) and we will contact you if needed regarding your note.
- If you would like to add signature requirement or additional insurance to your shipment, please send us an email at orders@kaphagroup.com and provide an email contact so we may send an invoice for added protection services.
- Gift Box Charge: For Gift Boxed items, each item will be individually packaged at a cost of \$4.95 per box. Please note, each item will receive one gift envelope with your personalized message.
- Kapha Group does not pay any customs, duties, or taxes of any kind on international orders. Countries may or may not assess a fee for your order entering the country. Though not common, please be aware that it can happen, and that Kapha Group does not pay these fees. Please email us for any questions or concerns: orders@kaphagroup.com
- Kapha Group reserves the right to change its shipping policies at any time.

Tracking a Package:

After placing your order, you will receive a receipt and an email confirmation. You will also receive an email with your tracking number when your order ships.

*Last updated November 2019