

# Shipping Policy Template

Download and edit this template in Word, replacing the italicized sections with your company's name or shipping information where appropriate.

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## *[Your Company Name]*'s Shipping Policy

### Shipment Processing Time

List your shipment processing time with a statement similar to:

*All orders complete processing within [number] of business days.*

Then, elaborate on your company's shipping restrictions and delivery exclusions. Tell customers:

- *Whether your company ships on holidays and weekends*
- *What delays they can expect during certain times of the year or what to expect if your site is dealing with a high order volume*
- *The method of communication your business will use to alert customers about their order status and any possible delays*

### Estimates of Delivery Costs Per Method

Fill out this table with your company's shipping information, including your primary shipping methods, delivery estimates, and the shipment costs that will be displayed on your site's checkout.

Shipping Method	Delivery Estimate	Shipping Costs
<i>Shipping method 1</i>	<i>[number] of business days</i>	<i>Free</i>
<i>Shipping method 2</i>	<i>[number] of business days</i>	<i>Cost 1</i>
<i>Shipping method 3</i>	<i>[number] of business days</i>	<i>Cost 2</i>

*Below the table, list disclaimers related to your company's specific policies, including special offers, limitations on your company's shipping locations, and delivery delays for international/restricted territories or certain times of the year.*

### International Shipping Information

*If your company ships to countries outside of your headquarters, list these nations or territories here and any information relevant to the extra costs and delivery times of shipping to those places. If your company only ships domestic, write:*

*[Company name] only ships within [summarize your supported regions].*

## Confirmation and Shipment Tracking Information

*List your company's methods for communicating confirmation and shipment tracking information to your customers, including when and how they can expect to receive their notices.*

## Tariffs, Customs, and Tax Policies

This section lists information excluding your company from responsibility for customs, duties, and other tariffs related to your clients' orders. Customize this statement:

*[Your company's name] will not be held responsible for taxes and tariffs incurred by orders during or after they reach their shipping location. These duties, tariffs, and customs are the buyer's responsibility.*

## Return Policy

In this section, detail whether your company offers returns and how your clients can initiate the return process for their items. Information you should include in this section:

- *Whether your company offers returns and under what conditions*
- *Who retains responsibility for paying the return shipping costs and where it should be sent*
- *How long returns or exchanges take to approve and process*
- *Any other information your customers need to complete their returns and refunds*
- *Your company's link to your email support center as well as your customer help center*

## Damages

Under this section, customize this statement:

*[Your company's name] is not liable for products lost or damaged during the shipping process. In the event that your product arrived damaged, keep the products and shipping materials and contact either the carrier or our support center to file a claim for your products. Our team will get back to you with your options according to your situation.*

## About [Your company's name]

List your company's mission statement as well as a brief description of your services and shipping philosophy.