

# Shipping Policy

At Pink Pelican On The Go, we strive to provide our customers with a seamless and enjoyable shopping experience, including efficient and reliable shipping services. Please take a moment to review our shipping policy below:

## 1. Processing Time:

- Orders are typically processed and dispatched within 1-3 business days after payment confirmation.
- During peak seasons or promotional periods, processing times may be slightly extended, but we always aim to ship your order as swiftly as possible.

## 2. Shipping Methods:

- We offer a flat rate shipping for all orders via USPS.

## 3. Shipping Rates:

- Shipping rates are one flat rate for all orders.

## 4. Estimated Delivery Time:

- Delivery times vary depending on your location.
- Once your order has been shipped, you will receive a shipping confirmation email with tracking information, allowing you to monitor the progress of your delivery.

## 5. International Shipping:

- We proudly offer international shipping to select countries. International orders may be subject to customs duties, taxes, and other fees imposed by the destination country. These charges are the responsibility of the recipient and are not included in the item price or shipping cost.

## 6. Order Tracking:

- For your convenience, all orders are shipped with tracking information. You can track the status of your shipment by clicking on the tracking link provided in your shipping confirmation email or by logging into your Pink Pelican On The Go account.

## **7. Shipping Address:**

- Please ensure that your shipping address is accurate and complete at the time of checkout. We cannot be held responsible for orders shipped to an incorrect address provided by the customer. If you need to update your shipping address after placing an order, please contact our customer support team as soon as possible.

## **8. Shipping Restrictions:**

- Some items may be subject to shipping restrictions due to size, weight, or regulatory requirements. We will notify you if any restrictions apply to your order and work with you to find a suitable solution.

## **9. Order Changes and Cancellations:**

- Once an order has been placed, changes or cancellations may not be possible. Please review your order carefully before completing your purchase. If you have any questions or concerns, please contact our customer support team for assistance.

## **10. Lost or Delayed Shipments:**

- While we make every effort to ensure timely delivery of all orders, we cannot guarantee delivery dates or be held responsible for delays caused by weather, natural disasters, or other unforeseen circumstances.
- If your order has not arrived within the estimated delivery window, please contact our customer support team, and we will work diligently to resolve the issue.

## **11. Contact Us:**

- If you have any questions or need further assistance regarding our shipping policy, please don't hesitate to contact our customer support team. We're here to help!