

Shipping Policy

Last updated on December 10, 2022

Interpretation and Definitions

Interpretation

The words in which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in the singular or in the plural.

Definitions

For the purposes of this Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **We** (referred to as either, "The Company" "We", "Us" or "Our" in this Agreement) refers to Global Indigenous Crafts, LLC, with mailing address at: **3370 N. Hayden Rd. Ste 123 PMB 760, Scottsdale, AZ 85251, United States.**
- **Service** refers to the Website.
- **Website** refers to the site accessible from <https://www.globalindigenoucrafts.com>.
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.

Delivery

- Shipping carrier:

- USPS First Class Mail with tracking; delivery time: 1 – 5 Business Days.

When will I get my order?

- Usually, it takes 1-3 business days to process an order before is shipped out.
- There are some exceptions where an order may ship out later than three (3) days. If this is the case for your order, then the estimated delivery date presented at checkout will take the actual ship date into account.
- 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 is a significant delay in the shipment of your order, we will contact you via email.
- Delivery delays can occasionally occur.

Do you offer free shipping?

Yes, we do offer free shipping on all orders (for the USA only).

Do you ship outside of the United States?

No, currently we are only shipping within the United States.

Will you provide a tracking number with your order?

Yes, we will send a tracking number once your order is shipped.

What Happens if my order is delayed?

If delivery is delayed for any reason, please visit: www.usps.com, go to: “Search or Track Packages” and enter your tracking number. This will allow you to track the status of your order.

I entered the wrong address at the time of checkout. Can I change it?

If the order is still in the processing phase, then we can still change it. Please contact us at info@globalindigenoucrafts.com. However, if the order is already shipped then we can't do anything in that case.

Please note: No refund will be issued in case of the wrong shipping address. Please refer to our return and refund policy to find out more: [[LINK TO YOUR REFUND POLICY HERE](#)].

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- Check your delivery confirmation email to make sure your delivery address is correct.
- On the USPS website (www.usps.com), please track your shipment.
- If the USPS website tracking tool shows that your shipment was delivered, we will not send a replacement or issue a refund.
- If your shipment was not delivered or lost, please contact us so we can follow up with the US postal service.

If you find that we made a mistake with your delivery address, we will send you a replacement (if there is one available). If not, you will be issued a refund. Please contact us at info@globalindigenousecrafts.com with your order number.

Please note:

- No replacement will be provided if you have entered the wrong delivery address while placing the order.
- We will only send a free replacement (if available) if we find out the mistake was made on our end.

How do I track my order?

You'll receive a tracking number via email when your order ships out. Please visit: www.usps.com, go to: "Search or Track Packages" and enter your tracking number. This will allow you to track the status of your order.

I received a damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at info@globalindigenousecrafts.com within three (3) days after receiving your order, with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible.

For additional information on refunds and returns please visit: [[LINK TO YOUR REFUND POLICY HERE](#)].

QUESTIONS

If you have any questions concerning our shipping policy, please contact us at:

Email: info@globalindigenoucrafts.com.