

## United States Regional Delivery Policy

Thank you for choosing **Pick&Pick**. To ensure you have a clear understanding of order delivery, please review the detailed delivery policy below:

### I. Delivery Areas and Services

#### (1) Local Delivery (Contiguous U.S.)

1. **Delivery Scope:** Applies to addresses in the contiguous 48 U.S. states (excluding overseas territories and islands).
2. **Delivery Fee:** Complimentary shipping for all orders. You will not be charged any delivery fees for doorstep service.
3. **Delivery Timeframe:** Most orders will be delivered within **7 business days** after order confirmation and product availability. Delivery may be extended in remote areas or due to force majeure factors (e.g., extreme weather, holidays). If your order exceeds the estimated delivery time, please contact our customer service team for assistance.

#### (2) Cross-Border Delivery

1. **Delivery Scope:** Outside the contiguous U.S. (international destinations).
2. **Delivery Fee:** Fees are calculated based on product weight, volume, and destination. Detailed shipping costs can be viewed on the product detail page and cart checkout page.
3. **Delivery Method and Timeframe:** Orders are typically shipped via air from the origin, with an estimated delivery time of **15 business days**. Actual delivery may vary due to customs clearance efficiency and local logistics capabilities. Products eligible for cross-border delivery will be clearly labeled on the detail page. For questions, contact customer service before placing an order.

#### (3) Non-U.S. Territorial Islands

1. **Delivery Scope:** Includes but is not limited to Alaska, Puerto Rico, U.S. Virgin Islands, and other U.S. overseas territories and islands.

2. **Delivery Fee:** Additional delivery charges apply, with specific amounts displayed on the checkout page. Due to higher logistics costs and transportation challenges in these areas, fees may be adjusted based on actual circumstances.

3. **Delivery Timeframe:** Typically delivered within **12 business days**. Delivery may be extended during logistics peak seasons or due to policy changes.

## II. Order Processing and Shipping

1. **Order Handling:** Orders will be processed within **1–2 business days** after successful payment (excluding weekends and public holidays). If there are errors in your order information or product stock shortages, we will contact you promptly via email or SMS.

2. **Shipping Notification:** After shipment, you will receive a notification email with a tracking number, allowing you to monitor your order's status in real time via the logistics company's official website or our order tracking system.

## III. Additional Notes

1. **Delivery Issues:** If delivery fails or items are returned due to incorrect address information, non-receipt, or refusal of delivery, we will contact you to resolve the issue. Additional shipping fees may apply for redelivery.

2. **Damage/Loss Claims:** In case of damage or loss during shipping, please contact customer service within **24 hours** of receipt and provide supporting evidence (e.g., photos, videos). We will investigate and resolve the issue promptly.

3. **Return Logistics:** For return procedures, please refer to our *Return Policy* for details on return addresses, shipping fee responsibilities, and other relevant regulations.

We are committed to continuously optimizing our logistics services. For an

For any questions or suggestions about our delivery policy, please contact us via email at **[info@pickpickshop.com](mailto:info@pickpickshop.com)**.

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