

# TLC Shipping Policy

**Last Update:** April 8, 2022

## **Processing Time**

Product orders placed before 5:00 PM EST Monday through Friday will be shipped the same day. Product orders placed after 5:00 PM EST or on weekends will be shipped the next business day. Standard US domestic-delivery time is three to five business days. Processing & delivery times may be affected by seasonal volume.

## **Shipping Options**

Product orders are shipped via UPS Ground, and USPS Priority Mail. UPS 2-Day Air and UPS Next Day Air may be selected for additional charges. UPS SurePost may also be selected as an alternative shipping method. UPS cannot deliver to a PO Box, if your shipping address is a PO Box, your selected service will automatically default to USPS Priority Mail.

Total Life Changes is not responsible for providing any additional information to third-party shipping companies for international forwarding services.

Total Life Changes is not responsible or liable for any additional shipping services once an order's tracking history has documented a delivery at the address provided at checkout.

## **Shipping Rates**

The rates charged for the shipping of your order are based on the total weight of your order. Before the final checkout page, you will be shown the total cost of shipping.

Shipping rates are subject to change based on current carrier rates and seasonal surcharges. Although we are not responsible for any increases, we make every effort to minimize the effects on our customers.

International orders do not have standard delivery times as available carriers and services vary on shipping location. International forwarding and warehouse processing times are also dependent on shipping location and can not be guaranteed.

## **Will-Call Order Pick-up**

Depending on pickup location, TLC may charge a non-refundable handling fee for onsite pickup orders.

## **Order Tracking**

After the tracking number is provided by the carrier, the tracking number with a direct link will be updated in the "Orders" section of your i-Office portal.

## **Canceling an Order**

SmartShip orders must be canceled no less than 24 hours before processing. Once an order is processed by our fulfillment center, we cannot stop, intercept, or otherwise redirect the package. Please see the Return Policy to return an order for a refund.

## **Temporarily Out of Stock**

Temporarily Out of Stock items are noted on the Products page. If any component of your order is out of stock, we will make every effort to split the order and ship the available components. However, if the expected date for the items to return to stock is less than one week, the order may be slightly delayed until it can be shipped in its entirety. If the expected date of the items to return to stock is more than one week, you will receive an email notification.