



## **Shipping Policy**

### **1. Shipping Methods and Delivery Times**

At A Kid's Best Friend, we strive to ensure that your order is delivered to you in a timely and efficient manner. We offer the following shipping options:

- **Standard Shipping:** Orders shipped via standard shipping typically arrive within 5-7 business days after processing.

### **2. Order Processing Time**

Orders are typically processed within 1-2 business days from the date of purchase. Please note that orders placed on weekends or holidays may experience additional processing time.

### **3. Shipping Rates**

Shipping rates are calculated based on the the shipping method selected, and the destination address. You can view the shipping cost during the checkout process before finalizing your order.

### **4. Tracking Your Order**

Once your order has been processed and shipped, you will receive a confirmation email containing a tracking number. You can use this tracking number to monitor the status and location of your shipment.

### **5. Shipping Address**

Please ensure that you provide accurate and complete shipping information during the checkout process. A Kid's Best Friend will not be responsible for orders delivered to incorrect or incomplete addresses provided by the customer. If you need to make changes to your shipping address after placing an order, please contact our customer support team as soon as possible.

### **6. Lost or Delayed Shipments**

In the rare event that your shipment is lost or delayed, please contact our customer support team, and we will work diligently to resolve the issue. We may initiate an investigation with the shipping carrier to locate your package or provide you with a replacement or refund as appropriate.

### **7. Shipping Restrictions**

Please be aware that certain products or destinations may be subject to shipping restrictions. We do not ship to P.O. boxes, and we may not be able to ship to certain international locations. Additionally, some items may have restrictions on international shipping due to customs regulations.

### **8. Returns and Exchanges**

For information on our return and exchange policy, please refer to our [Return and Exchange Policy]

### **Contact Us**

If you have any questions or concerns regarding our shipping policy or your specific order, please don't hesitate to contact our customer support team at [info@akidsbf.com](mailto:info@akidsbf.com).

Thank you for choosing A Kid's Best Friend. We appreciate your business, and we are committed to delivering your orders in a timely and efficient manner.