

Shipping guide

1. Delivery Day and Time for Your Order

The total delivery time for your order is the period of time from when you place your order until the time you receive it. It includes processing and shipping time.



Processing time for an item is the time from when you submit your order to when the item leaves the warehouse.

Shipping time is from when the item leaves the warehouse to when it arrives at your door. The arrival date is determined by the shipping type selected.

Please note:

- **Shipping times** do not include processing time (most in stock items generally take 1-2 days to process) and Standard Shipping times only apply to items being sent to the 48 contiguous states.
- The delivery service is available Monday through Friday, excluding US holidays.
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Day
 - New Year's Eve
 - New Year's Day
- For Alaska, Hawaii or Puerto Rico, an additional 2-4 days are needed for delivery.
- No shipments will be sent to P.O box addresses, military APO / FPO addresses. A street address is required for all shipping addresses.
- Orders cannot be shipped to Canada or other destinations outside the U.S.
- Weather-related shipping delays are not within the control of eCosway.

2. Types of Email Confirmations

2.1. Confirmation Email

You will receive a confirmation email within 24 hours of placing an order. The email includes the details of your order and payment type. If you paid by credit card, your order will be processed for delivery once your issuing bank has approved the transaction.

2.2. Shipment Notification

You will receive an email to notify you when your order is being shipped.

2.3 Delivery Notification

You will receive a notification to verify that your order has been delivered.

Please save these emails for your records.

3. Delivery Charge

The delivery charge is based on size, weight, shipping method and delivery address. You will see the actual delivery charge during checkout.

Delivery charges are not refundable.

Reimbursement of delivery charges will only be made for the return of defective merchandise or in the event that a wrong item is sent.

4. **Request for Cancellation**

In order to provide you a better service, your order will be process as soon as possible and arrange for delivery once you place an order.

Thus, if the order you wish to cancel is in the process of fulfillment, no order cancellation can be made. Conversely, the order is still pending for fulfillment; you are still eligible to cancel the said order.

You cannot cancel orders on behalf of another person.

5. **Change of Address**

You can't change the shipping address once an order has been placed.

6. **Return to Sender**

If your package is unable to be delivered, a notice will be left at the receiver address stating that delivery has been attempted. Thereafter, a second and if necessary a third attempt to deliver the package will be made. If the package does not reach the receiver after the third attempt of delivery, it will be returned to eCosway as an undeliverable parcel. You will need to bear the cost of this return.

7. **Tracking and Delivery Confirmation**

Normally, you can trace the delivery status of your package on the website provided. If you request a printed delivery confirmation, a charge will be added for this service.

8. **Delivery Service Delays**

Weather-related shipping delays are not within the control of eCosway. If you live in an area experiencing an unexpected service delay (severe weather, natural disasters, unscheduled events, etc.) please add at least 2 to 4 business days to the estimated delivery date of your order.

9. **[Returns, Refunds & Replacements Policy](#)**