



Shipping Time Policy

US:

Flats: A flat is an order that contains 12 wraps or less and will go in an envelope. Flats do not have tracking and will say, "Scanned from Salt Lake," where the tracking number would be. Flats are sent through USPS.

Packages: Any orders that have bulkier items or that have 13 wraps or more and will go in a box. Orders that are 4.9 lbs or less will go through USPS, and orders that are 5 lbs or more will go through UPS. If the order is going to Alaska or Hawaii, the order will always go through USPS no matter the weight.

Promotional/Marketing Materials:

Catalogs: Orders that contain only catalogs will ship as Bound Printed Matter.

Once shipped, catalog orders are shipped through a special media mail which allows us to be able to ship them for free. However, catalog orders can take much longer to arrive than normal orders.

Shipping rates for promotional materials are based on weight and the location of the mailing address.

All US orders, once they are shipped, can take up to 2-10 business days depending on the location.

The time from when the order is placed to the time that it ships does vary depending on the volume of orders coming through day-to-day. This volume varies during Holidays, catalog launches, Conference, new product launches, etc. The average time between orders being placed and orders shipped is 2-4 business days. But during high volume times, orders can take up to 8 business days to ship.

Canada:

All orders ship through Landmark Global. It is decided by weight and destination if it will go through Canada Post or UPS. Either route, once the order leaves our facility, it is guaranteed by Landmark Global that it will arrive within 3-8 business days.

The time from when the order is placed to the time that it ships does vary depending on the volume of orders coming through day-to-day. This volume varies during Holidays, catalog launches, Conference, new product launches, etc. The average time between orders being placed and orders shipped is 2-4 business days. But during high volume times, orders can take up to 8 business days to ship.

Guam/Puerto Rico:

First-Class Shipping: First-Class shipping can take up to 3-8 business days to arrive once shipped and has no tracking information. Only orders that contain 12 wraps or less can ship First-Class.

Priority Shipping: Priority Shipping can take up to 3 business days to arrive once shipped and includes tracking.

The time from when the order is placed to the time that it ships does vary depending on the volume of orders coming through day-to-day. This volume varies during Holidays, catalog launches, Conference, new product launches, etc. The average time between orders being placed and orders shipped is 2-4 business days. But during high volume times, orders can take up to 8 business days to ship.

NAS Shipping: Can take up to 3 weeks to arrive from when the order was placed. Once it has changed to pack-slipped, it usually will arrive within 2 weeks.

If an order is placed Wednesday through Saturday, it will be printed on Monday. If an order is placed Sunday through Tuesday, it will print on Thursday.

Note: Please check your emails after the order updates to Pack-slipped because if there's an issue with the order, (copyright issue, miss-print, etc.), our Trademarks team will notify you. If an issue occurs, it may dictate whether or not the order will ship or if a refund is needed.