

## SHIPPING POLICY

### Shipping Time

Orders are usually shipped Monday through Friday. Please allow 24-48 business hours for processing & handling (including any other expedited services). In most instances, all orders are usually shipped same-day. Orders processed through the weekend will be processed on Mondays of the following week. Shipments are not processed on weekends or national holidays. We cannot guarantee when an order will arrive, and consider any shipping or transit time offered to you by Dr. Yinzy's CBD or other parties only as an estimate. We encourage you to order in a timely manner to avoid delays caused by shipping or product availability. All orders are packed and shipped in the order they are received.

### **All shipping costs are non-refundable.**

Please note that processing time is not the same as delivery time. Processing time refers to the amount of time an order is in our warehouse.

### Customs, Duties, and VAT (Value-added tax)

Some countries will impose fees and taxes on shipments. These fees are not included in the shipping fee you pay at Sun State Hemp and are additional fees charged by your country or carrier. These fees are the customers responsibility to pay as we have no control over what is charged.

### Missing and Delayed Shipments

We try to process and ship orders as quickly as possible from our warehouse location, but once the package leaves our facility we have no control. All shipping times are estimated. We cannot be held responsible for any delays that are not within our control. (weather, electricity, delivery delays by the carriers). However, we can work with you to help resolve issues AFTER you have called the carrier to find out as much information about the delay as possible.

### Typographical Errors

In the event a product is listed at an incorrect price due to typographical error or error in pricing information received from our suppliers, Dr. Yinzy's CBD shall have the right to refuse or cancel any orders placed for products listed at the incorrect price. Our online Store shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, our online store shall immediately issue a credit to your credit card account in the amount of the incorrect price.