

## PROCESSING.

We strive to process and ship your orders usually within 2 business days of your online store purchase. Once shipped, orders are generally delivered within 3-5 business days, depending on shipping destination. *\*fulfillment & delivery times listed above can vary. Around high volume periods, (ie. Sales, Liter Pre-Sale, Cyber Monday, etc) please allow an additional 1-2 business days for your order to ship.\*We do not ship on weekends or holidays.*

We use an automated shipping system. Once your order leaves our warehouse you should receive a confirmation email and tracking number from the courier partner. \*Please ensure you have courier notifications verified/ added to your safe senders list from your email provider.

## RATES.

Shipping fees are calculated based on delivery address provided at time of checkout.

If shipping fees are applicable to your order, fees will be displayed to you during checkout or added upon finalizing your order. *We currently do not ship to P O Boxes delivery addresses.*

*\*\*Delivery dates are not guaranteed in the event of carrier service interruptions and failures caused by events beyond control of Wild Beauty Supply. Services provided by our partner carriers or banking or credit card processing times.*

## SHIPPING ADDRESS & REDIRECTION OF ORDERS.

***We rely on your order details to ensure the provided shipping address is accurate before finalizing an order.  
We cannot change/modify or update address information once an order has been placed.  
We cannot redirect any orders once items have shipped & left our warehouse facility.***

## LOST, DAMAGED PACKAGES & ORDER ERRORS.

A delivery notification has been sent to you from the courier, but your package has not been delivered. Often our partner carries will pre-scan a package as delivered, but it may still be en-route to you. Please wait up to 48 hours for the delivery and then follow these steps if you have still not received your order.

-Check with your concierge/ reception, community mailbox or surrounding businesses.  
(We find that this is most often where your package will be located.)

-After checking these locations, if you are still unable to locate your package:

**Email us directly at: [theteam@wildbeautysupply.com](mailto:theteam@wildbeautysupply.com)**  
***\*Please include your order number, delivery address & description of your issue.***

Once we receive your email, our warehouse team will file a claim with the shipping carrier. Please note that a resolution can take up to 30 business days.

We are not responsible for any direct or indirect damages resulting from our services. All items are purchased from wildbeautysupply.com is at your own risk. Please read return policy, product description, size and price thoroughly.

Any damage caused during shipping must be reported by email within 24hrs to:  
Email us directly at: [theteam@wildbeautysupply.com](mailto:theteam@wildbeautysupply.com)  
***\*Please include your order number, delivery address & description of your issue.***

We do not assume any responsibility for lost packages. Shipping fees are not refundable.

## ORDER CANCELLATION.

Order cancellation is not provided. Once an order is submitted via wildbeautysupply.com, it is FINAL. Please double check all order details, including shipping address thoroughly prior to placing your order.