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**Shipping Policy**

**(Last updated May 15, 2024)**

At Liberty Craft, we understand that timely and secure delivery is essential to your satisfaction. We've designed this Shipping Information section to provide you with a comprehensive overview of our shipping processes, options, and policies.

**\*\*1. Processing Time:\*\***

- All non-custom orders are processed and shipped 2-3 business days after payment is received, unless otherwise stated.

- Any custom order request is processed and shipped within 1-3 weeks after payment is received and design is confirmed. We try to work efficiently and diligently to complete your orders quickly, but the design and building time may vary depending on the time of year and number of projects we currently have ongoing. We will give more exact timelines when working with the client in the initial design phase.

**\*\*2. Shipping Methods:\*\***

- We offer shipping via USPS, UPS, and Fedex for domestic and international orders.

- Expedited shipping options may be available upon request for an additional fee.

- We try to find the most affordable shipping rates possible but cannot guarantee that the actual rate may be cheap. We use a variety of tools to search for better rates but it is all dependent on the shipping companies.

- We do our best to wrap, secure, pad, and package any products to ensure they arrive at your doorstep intact, but cannot guarantee the level of treatment they receive during the shipping phase. If you have concerns or receive a broken package, please don’t hesitate to reach out to us and we will find a solution.

**\*\*3. Shipping Rates:\*\***

- Shipping rates are calculated based on the weight, dimensions, and destination of the package.

- Customers can view the shipping rates for their order during the checkout process.

- We try to find the most affordable shipping rates possible but cannot guarantee that the actual rate may be cheap. We use a variety of tools to search for better rates but it is all dependent on the shipping companies.

**\*\*4. Shipping Destinations:\*\***

- We currently ship to addresses within the United States and select international destinations. For international orders, please contact us for shipping options and rates before placing your order.

- If the shipping rate is too much for an international order, we will try to find a local woodworker for your area and work with them to get the project and product made to how you like it. Think of us as an intermediary for you when working with local woodworkers. This is done at no cost to you. Our main goal is to ensure you receive the exact item you want, whether it’s from us or someone closer to you.

**\*\*5. Shipping Confirmation and Tracking:\*\***

- Once your order has been shipped, you will receive a shipping confirmation email with tracking information.

- Please allow up to 24 hours for the tracking information to update once the package has been shipped.

**\*\*6. Shipping Insurance:\*\***

- All larger orders are shipped with insurance to protect against loss or damage during transit.

- In the event that your order arrives damaged, please contact us immediately with photos of the damaged item and packaging for further assistance.

**\*\*7. Customs and Import Taxes:\*\***

- International customers are responsible for any customs duties, taxes, or fees imposed by their country's customs office upon delivery.

- We are not responsible for delays due to customs processing.

**\*\*8. Shipping Address:\*\***

- Please ensure that your shipping address is entered correctly during checkout. We are not responsible for orders shipped to incorrect addresses provided by the customer.

**\*\*9. Shipping Restrictions:\*\***

- Certain products may be subject to shipping restrictions due to size, weight, or material. Please refer to product descriptions for any applicable shipping restrictions.

**\*\*10. Shipping Disputes:\*\***

- In the event of a shipping dispute or delivery issue, please contact us directly and we will work to resolve the issue promptly and to the best of our ability.

**\*\*11. Questions:\*\***

- If you have any questions or concerns regarding our shipping policy, please contact us at 402 – 787 – 4151 or [build@libertycraft.us](mailto:build@libertycraft.us) and we will be happy to assist you.

\*\*Note:\*\* This shipping policy is subject to change without prior notice. Please refer to this page for the most up-to-date information regarding our shipping procedures.