

# Shipping FAQ

*Please Read Before Placing Your Order*

## **When Will I Receive My Order?**

We strive to ship orders within 24 to 48 hours of being placed during business days. Orders placed on weekends or holidays will be processed the next business day. Please note that due to high traffic in November and December, processing time may take longer than our typical 24 to 48 hours.

## **Where Are Items Shipped From?**

All items are shipped from Illinois.

## **What Are My Shipping Options?**

USPS Ground Advantage

- Delivery (tracking service is included) in 2-5 business days for large envelopes and packages up to 70 lbs.

USPS Priority Mail Delivery

- Delivery in 1, 2, or 3 business days

USPS Priority Mail Express Overnight

- Delivery to most U.S. locations

## **How Can I Track My Shipment?**

You will receive an email with the USPS tracking number.

## **What If I Need To Change My Delivery Address?**

We cannot accept a change in delivery address once an order has shipped.

## **When Can I Expedite My Shipping?**

The cut off for expedited shipping is 2:00PM CST.

## **Are Sweet Castle Items Duty Free?**

Sweet Castle LLC is not responsible for customs and duty fees that some countries may be subject to.