

Shipping FAQ:

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.

All items are shipped from Illinois. We offer UPS Ground (delivery in 1-5 business days (based on distance to destination)), UPS Second Day Air (delivery in 2 business days (typically by end of day)) and UPS Next Day Air (delivery by next business day (typically by 10:30 a.m.)). You will receive an email with the UPS tracking number.

We cannot accept a change in delivery address once an order has shipped. The cut off for expedited shipping is 2 pm CST.

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