

Order Processing Time:

Orders are typically processed within one business day. Processing time may be longer during peak seasons or holidays, but this is rare. You will be notified of any significant delays.

You will receive a shipping confirmation email with tracking information once your order has shipped.

Shipping Method:

We typically utilize USPS for shipping. If you are not able to receive deliveries by USPS or would like to select another carrier, please contact us via phone at 530-521-6369 or email at info@jblineone.com PRIOR to placing order.

Shipping Rates & Delivery Estimates:

Please note that the estimated delivery times are provided by USPS and are not guaranteed. Actual delivery times may vary. All shipments originate from California.

Standard USPS ground shipping is **free** for all domestic orders over \$100 (order total before sales tax). Otherwise, the ground shipping fee is \$9.

USPS priority mail shipping can be selected for a flat fee of \$9.99.

International Shipping:

Please contact us via email at info@jblineone.com for international shipping quotes. Customs fees and duties are the responsibility of the recipient and will not be calculated in our quote.

Delivery:

We rely on the shipping carrier's delivery confirmation as proof of delivery.

We are not responsible for lost or stolen packages *after* they have been confirmed as delivered by the carrier. It is your responsibility to provide a secure delivery location. (So called "porch pirates" is becoming commonplace).

If you are concerned about package security, we recommend:

- Selecting a shipping address where someone will be available to receive the package.
- Utilizing a package receiving service or locker.
- Requesting signature confirmation upon delivery (contact us for this)

If your tracking information shows that your package has been delivered but you have not received it, please:

- Check with your neighbors or other household members.
- Look around your property, including porches, side entrances, and behind bushes.
- Contact the carrier directly to inquire about the delivery.
- If you have taken these steps, and still cannot locate your package, please contact us so we can assist you in filing a claim with the carrier. Please note that our assistance in filing a claim does not guarantee reimbursement for lost packages marked as delivered by the carrier.