

The Dub Shipping Policy

Effective Date: January 1, 2025

At The Dub, we're committed to getting your order to you quickly, safely, and affordably. This Shipping Policy outlines how we process and deliver orders placed on our website, <https://thedub.com>.

1. Order Processing

- Processing Time: Orders are typically processed within 1–3 business days after payment is confirmed. During high-volume periods (sales, holidays), processing may take slightly longer.
- Orders placed on weekends or holidays will be processed on the next business day.

2. Shipping Rates & Delivery Estimates

We offer shipping options based on your location and preferences at checkout. Shipping fees are calculated based on order weight, destination, and selected service.

Domestic Shipping (Within US):

Standard Shipping: 3–5 business days — \$5 - \$8

International Shipping:

Standard International: 7–21 business days — Calculated at checkout

Expedited International: 5–10 business days — Calculated at checkout

Note: International customers are responsible for any customs duties, taxes, or import fees.

3. Order Tracking

Once your order ships, you'll receive a confirmation email with a tracking number and link. Please allow up to 48 hours for tracking info to update.

If you do not receive a tracking email within 3 business days of placing your order, please contact us at hello@thedubkc.com.

4. Shipping Delays

While we strive to meet all delivery estimates, delays may occur due to:

- Carrier issues (weather, strikes, route disruptions)
- Customs processing (for international orders)
- Incomplete or incorrect shipping information

We are not responsible for shipping delays once an order has left our warehouse.

5. Undeliverable or Returned Packages

If a package is returned due to an incorrect address or failure to claim, we will contact you to arrange re-delivery. Additional shipping fees may apply.

6. Lost or Damaged Packages

- Damaged: Please contact us with photos within 5 days of receipt.
- Lost: If tracking shows no movement for over 7 business days (domestic) or 14 business days (international), contact us for assistance.

We'll work with the shipping carrier to resolve the issue and may offer a replacement or refund as appropriate.

7. Questions?

For help with shipping, tracking, or delivery, please contact us at:

The Dub

Email: hello@thedubkc.com

Website: <https://thedubkc.com>