

Shipping Policy

At Heritage Collections, we are committed to delivering your order with care and efficiency. Please review our shipping policy below for important information regarding processing, shipping times, and delivery.

Order Processing

All orders are processed within **2–5 business days** after payment confirmation. Orders are not processed or shipped on weekends or holidays.

During high-volume periods, product launches, sales, or holidays, processing times may be slightly delayed.

Shipping Rates & Delivery Times

Shipping rates are calculated at checkout based on your location and selected shipping method.

Estimated delivery times:

- **Standard Shipping:** 3–7 business days
- **Expedited Shipping:** 1–3 business days (if available)

Delivery times are estimates and are not guaranteed.

Order Tracking

Once your order has shipped, you will receive a confirmation email with tracking information so you can monitor your shipment.

Incorrect Shipping Information

Customers are responsible for providing accurate shipping details at checkout. Heritage Collections is not responsible for orders shipped to incorrect addresses provided by the customer.

If you notice an error in your shipping information, please contact us immediately at Email: info@heritagecollectionstore.com

Lost, Stolen, or Delayed Packages

Heritage Collections is not responsible for:

- Lost or stolen packages marked as delivered
- Shipping carrier delays
- Weather-related delays
- Delivery issues beyond our control

If your package is lost or delayed, we recommend contacting the shipping carrier directly. We will gladly assist when possible.

Damaged Shipments

If your package arrives damaged, please contact us within **48 hours of delivery** with:

- Your order number
- Photos of the damaged package and item(s)

We will work with you to resolve the issue promptly.

International Shipping

[Include this section if applicable]

We may offer international shipping to select countries. Customers are responsible for:

- Customs fees
- Duties and taxes
- Import regulations in their country

International delivery times may vary.

Contact Us

For questions regarding shipping or your order status, please contact:

Heritage Collections

Email: info@heritagecollectionstore.com

Website: www.heritagecollectionstore.com