

# SHIPPING AND TAX

SBTOWELS PROVIDES DIFFERENT SHIPPING OPTIONS FOR DOMESTIC AND INTERNATIONAL ORDERS (INCLUDES PO BOXES, APO, AND FPO)

## INTERNATIONAL SHIPMENTS

STANDARD INTERNATIONAL SHIPPING - CALCULATED RATES BASED FROM LOCATION

DHL INTERNATIONAL SHIPPING (EXPEDITED) - CALCULATED RATES BASED FROM LOCATION

## DOMESTIC SHIPMENTS

FREE DOMESTIC SHIPPING FOR ALL ORDERS OVER \$50 USD

STANDARD AND EXPRESS SHIPPING - USPS, FEDEX, AND UPS AUTO-CALCULATED RATES

\*YOU CAN VIEW THE ESTIMATED DELIVERY WINDOWS BY SELECTING THE SHIPPING OPTION AT CHECKOUT.

OUR CARRIER BREAKDOWN IS AS FOLLOWS:

UNLIMITED, STANDARD, EXPEDITED AND OVERNIGHT PACKAGES WILL BE SHIPPED VIA USPS, UPS, FEDEX, OR DHL.

DELIVERY TO PO BOXES AND APO/FPO ADDRESSES ARE SHIPPED AND DELIVERED VIA USPS, UPS, FEDEX, OR DHL

OVERSIZED OR SPECIAL DELIVERY ITEMS MAY BE SUBJECT TO A DELIVERY CHARGE IN ADDITION TO THE ABOVE STANDARD SHIPPING RATE.

ADDITIONAL DELIVERY CHARGES AND SHIPPING UPGRADE CHARGES MAY NOT BE ELIGIBLE FOR COMBINED, REDUCED OR FREE SHIPPING OFFERS.

## SHIPPING TIMELINES

IF OVERNIGHT SHIPPING IS SELECTED FOR AN ORDER PLACED AFTER 3 PM PST, YOUR PACKAGE WILL SHIP THE FOLLOWING DAY; IF THE ORDER IS PLACED ON

A FRIDAY, IT WILL NOT BE SHIPPED UNTIL MONDAY.

THERE MAY BE A DELAY IN SHIPPING IF BILLING INFORMATION IS INACCURATE, IF BILLING AND SHIPPING ADDRESSES DIFFER, OR IF THE PAYMENT COMPANY

DISCOVERS AN ISSUE.

OUR GOAL IS TO PROCESS AND SHIP ORDERS WITHIN 2 - 4 BUSINESS DAYS OF RECEIPT.

IF AN ITEM IN YOUR ORDER ISN'T STORED IN OUR WAREHOUSE, THEN PLEASE ALLOW 3-4 WEEKS FOR YOUR PURCHASE TO BE PROCESSED. YOUR ORDER MAY BE

PROCESSED WITH MULTIPLE SHIPMENTS; IF THIS IS THE CASE, YOU'LL RECEIVE AN EMAIL WITH YOUR TRACKING NUMBER WHEN EACH SHIPMENT OCCURS.

#### UNDELIVERED PACKAGES

IF A PACKAGE IS UNDELIVERABLE AND RETURNED TO SBTOWELS (21062 BROOKHURST STREET SUITE 161 HUNTINGTON BEACH CA 92646) WE ARE

UNABLE TO RE-SHIP IT, WITHOUT AN ADDITIONAL SHIPMENT PAYMENT FROM THE CUSTOMER. ALL UNDELIVERED PACKAGES WILL BE PROCESSED AS A RETURN

AND WILL BE SENT STORE-CREDIT (EXCLUDING SHIPPING COSTS).

#### SALES TAX

SBTOWELS IS OBLIGATED TO COLLECT SALES TAX ONLY IN CALIFORNIA

THE SALES TAX QUOTED AT CHECKOUT IS AN ESTIMATE. THE FINAL AMOUNT IS LISTED ON YOUR INVOICE AND INCLUDES STATE AND LOCAL TAXES, AS WELL

AS ANY OTHER APPLICABLE REBATES OR FEES.

SBTOWELS DOES NOT CHARGE SALES TAX ON E-GIFT CARDS; HOWEVER, PURCHASES MADE WITH AN E-GIFT CARD MAY BE SUBJECT TO SALES TAX.

#### DUTIES AND TAXES

WE ARE ALSO NOT RESPONSIBLE FOR ANY VAT OR CUSTOMS DUTY TAX, IT IS AT THE SOLE DISCRETION OF THE CUSTOMER TO PAY ANY FEES ASSOCIATED

WITH VAT OR CUSTOMS DUTY TAX. SHIPPING FEES, DUTIES, TAXES, CUSTOMS FEES ARE NON-REFUNDABLE ON REFUSED/RETURN PACKAGES. INTERNATIONAL

RETURNS DUE TO THE REFUSAL TO PAY DUTIES AND TAXES WILL BE SENT STORE-CREDIT ONLY (EXCLUDES SHIPPING COSTS) - REFUNDS WILL NOT BE

ALLOWED FOR REFUSAL OF INTERNATIONAL PACKAGES. BY PURCHASING FROM SBTOWELS, YOU ACCEPT THAT DUTIES MAY BE REQUIRED TO IMPORT

THE PRODUCTS INTO YOUR DESTINATION COUNTRY.

#### SHIPPING PREFERENCES

YOUR SHIPPING ADDRESS CAN BE MODIFIED ON YOUR CHECKOUT PAGE. IF YOU HAVE A CHANGE TO YOUR SHIPPING ADDRESS AFTER PLACING AN ORDER,

YOU CAN SEND US AN EMAIL. WE ASK THAT YOU CONTACT US SBTOWELS TO REQUEST ANY MODIFICATIONS; PLEASE NOTE, HOWEVER,

THAT ONCE YOUR ORDER HAS SHIPPED, SBTOWELS CANNOT CHANGE THE SHIPPING ADDRESS.