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Order Shipping Practices

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Stampin' Up! ships through the best carrier available at the time. Product is usually shipped to deliver within seven full business days from the date the order is closed. Shipping times may vary.

Backorders

While Stampin' Up! strives to maintain the inventory you need, from time to time Stampin' Up!'s suppliers may be unable to meet the demand and some catalog merchandise will be placed temporarily on backordered status. Items on backorder will be grayed out, and you will not be able to check out with these items in your shopping bag.

Expedited Shipping

Customers have the option of selecting expedited shipping and handling on orders at an additional cost. Expedited orders placed before 11:00 AM (MT) will ship out the same day. (Please note that expedited orders placed on Stampin' Up! holidays and weekends will ship the next business day.)

Stampin' Up! cannot guarantee delivery by UPS on weekends; please check with your local UPS distributor for local delivery. Stampin' Up! cannot refund expedited shipping costs if an order is shipped earlier than expected. The cost for expedited shipping and handling is in addition to the regular shipping charge. You may select one of two expedited-shipping options: Next-Day Air and Second-Day Air.

Next-Day Air: There will be an additional charge of \$35 for each \$500 or fraction thereof. For orders up to \$500, you would pay the regular shipping charge plus an expedited shipping charge of \$35. For orders from \$500.01 to \$1,000, you would pay the regular shipping charge plus an expedited shipping charge of \$70, and so on.

Second-Day Air: There will be an additional charge of \$20 for each \$500 or fraction thereof, as explained above. The \$500 threshold excludes shipping and handling and sales/use taxes.

3-Day Shipping: There will be an additional charge of \$10 for each \$500 or fraction thereof. This service is only available to demonstrators and customers who live in UPS 4, 5, and 6 ground transit times. Please note that the 3-Day option does not include expedited handling, i.e. the 3-Day shipping time begins once the order has been processed and fulfilled in the order it was received, not from the date of the order.

All prices given here are subject to change.

You may request and pay for expedited shipping for entire orders, but not for partial orders. That is, either the entire order is expedited, or the entire order is shipped normally. This option must be chosen and paid for when the order is placed and cannot be changed. This service is available year-round without exception.

Order Corrections

While we always strive for accuracy in our orders, mistakes do happen. Stampin' Up! is prepared to help you correct problems with your orders. To facilitate an order correction, please contact Customer Support. When you receive an order, carefully inspect each item to ensure that nothing is missing or damaged. Should a problem arise, please call Customer Support.

Damaged Items: If the product is damaged, please let Customer Support know. The shipping company may request to inspect the packaging; Customer Support may need to inspect the damaged item. Customer Support will work with you to facilitate these inspections.

Defective Items: If an item is defective, please contact Customer Support immediately. We strive to provide the best, defect-free product possible. Despite these efforts you may encounter a product that fails to meet your expectations. In some cases, a Stampin' Up! representative may need to inspect the item to better understand the type of defect. Customer Support will work with you to get the product returned for inspection.

My Digital Studio Shipping Policy

Stampin' Up! works with an external print supplier to fulfill orders placed for My Digital Studio's professional print services. As such, printed items are shipped directly from the print supplier, and not from Stampin' Up!'s regular distribution center. If an order consists of only professionally printed products (excluding cards), standard Stampin' Up! shipping charges are applied. Shipping costs for cards are dependent on the number of cards ordered and are defined in the Card Shipping Cost scale below.

US Second-Day Air is an additional \$20 and US Next-Day Air is an additional \$35. Expedited shipping for a split shipment is \$15 for US 3-Day, \$30 for US Second-Day, and \$50 for US Next-Day.

Next-Day Air and Second-Day Air service for My Digital Studio print products guarantees expedited shipping, not expedited handling. (Stampin' Up! can only guarantee expedited order fulfillment services on items shipped from our distribution center.)

ORDER TYPE	US SHIPPING COSTS
Print products only (excluding cards)	\$6.95 or 10%
Print products (excluding cards) and traditional Stampin' Up! products	\$6.95 or 10%
Cards only	See Card Shipping Cost scale below
Cards and print products	\$6.95 or 10%
Cards and traditional Stampin' Up! products	\$6.95 or 10%
Cards and print products and traditional Stampin' Up! products	\$6.95 or 10%

Card Shipping Cost Scale

NUMBER OF CARDS	US CARD SHIPPING COSTS
1-12	\$3.00
13 or more	\$6.95 or 10%

