



## Delivery and Shipping

### Standard and Expedited Delivery

Orders will be processed and shipped within 1-3 business days from receipt of your order. For **standard shipping**, orders will be shipped via the United State Parcel Post (USPS) to the destination on your order form (domestic and international).

Tracking number will be provided when products leave our shipping center in Las Vegas via email. You can track your package by log into the [www.USPS.com](http://www.USPS.com) tracking. You may also log into your account, locate your order to access the tracking number.

- **International Shipping:** For shipping outside the United States, we are using USPS International Shipping service with international tracking number.

For expedited shipping and guaranteed receiving of your package outside the United States, depending on the country of destination, **EXTRA fee may varies by destination and the size of your order**, you may **REQUEST** your order to be shipped using various other carriers (such as FedEx International, UPS International etc. for an additional cost) for International shipping outside the United States. Please contact [CS@getvibranz.com](mailto:CS@getvibranz.com) for the exact quote regarding the shipping rates.

- **Overnight:** For expedited shipping inside the United States such as overnight air, **additional fee may vary** based on the size of your order and destination location. For expedited shipping FEE, please contact [CS@getvibranz.com](mailto:CS@getvibranz.com) to request quotes/fees for the above.

- How long does shipping normally takes?

- **For US orders** - Standard shipping 7-10 business days
- - Expedited shipping 3-5 business days (see above)
- The above is estimated time required by the postal service and is not guaranteed for Standard shipping.
- **For NON-US orders** – Standard shipping 10-15 business days  
(based on country of destination and Customs)
- - Expedited shipping 7-10 business days
- (based on country of destination and Customs)

The above is estimated time required by the local postal service and does not include the processing time of the Customs in the destination country.

In some cases, local Customs office of your country may require additional documents and time to have your package cleared, and this may also cause further delay on the delivery.

**VIBRANZ is NOT responsible** for the condition of the package you receive **AFTER Custom** cleared your order in your destination country. We will do our best to pack and ship orders to prevent leakage or breakage when leaving our shipping warehouse.

**UNFORTUNATELY, WE CANNOT OFFER ANY SPECIFIC ADVICE REGARDING ANY CUSTOMS-RELATED FEES THAT YOU MAY INCUR IN YOUR COUNTRY. IT IS BEST TO CONSULT WITH YOUR LOCAL GOVERNMENT IMPORT OFFICE.**

- How can I get my tracking code or trace code?  
Every customer will receive their tracking number automatically, once we have your order ready for shipping. The tracking number will be sent to you via Email on your order and in our system. In some instances, carrier's tracking information may only be available in 1-2 business days after the package is received by the postal office. You may also log into your account, locate your order to access the tracking number as well for the order in questioned.
- Will my package be delivered to my house or to the post office for me to pick up?  
Your order will be shipped to the address that is on your order form. There may be exceptions that door-to-door delivery service **not** available in your cities/ areas / countries though this is rare.

If address on your order form is incorrect; and order is returned to our warehouse, there will be additional S&H will be charged to reship the order.

- When will you ship my order?  
Orders placed using our standard shipping will be processed within 1-3 business days **NOT** including weekends or Holidays.

Please allow extra time for your order to be processed during public holidays and busy periods. Customs and Postal Services may also require extra time to work on the processing / delivery during peak season or before major festivals/holidays. For details on public holidays in the destination country, please refer to the local government website.

Please also note that delays may occur as-a-result of pending payment authorizations or any other issues with your order.

- Why do I have to pay standard shipping fees for my order?

**FREE** standard shipping is applicable **ONLY** to **SMARTSHIP** orders in the **United States ONLY**

- Wellness Consultant Smartship order over \$125.00 USD.
- Preferred Customer Smartship order over \$125.00 USD
- **SMARTSHIP** orders outside the United States - S&H will apply.

**ALL** other orders (non-Smartship orders) S&H will apply.

- **SMARTSHIP** Credit Card charge that have **CLEARED our account** and order have **NOT** been ship prior to cancelation; refund will be LESS a 5% surcharge.
- A 15% restocking fee will be charged for **SMARTSHIP** orders returned to us after orders have left our warehouse, prior to cancelling your order.
- All other orders will be charged a 15% restocking fee for returns after 30 days.

**NOTE:** Shipping fee is non-refundable

### **Import Taxes and Duties:**

Some countries outside the United States may require import tax, duties and related Customs fees for the imports, and the cost is **NOT** collected in payment you made to us. These charges, if applicable, are determined and charged by the Custom office of the destination country.

For further details of charges, please contact your local Custom office directly.

Still not getting your answers, please email us anytime at [CS@getvibranz.com](mailto:CS@getvibranz.com)

### **FOR RETURN/REPLACEMENT/REFUND**

please see our policy regarding this.