

# Shipping Policy at PACKABOWLS

## Discreet Packaging and Shipping

Here at PACKABOWLS, we understand our customer's concerns about privacy and discretion. Everything we ship will be through plain cardboard boxes, nothing to mark glass pipes or smokeware.

As such, our packages are shipped to you in **standard shipping boxes** (Either a plain brown box or a USPS priority mail box). Our packages ship discretely

PACKABOWLS reserves the right to add a signature requirement to any order at our discretion for security reasons. This is to prevent fraud and underage orders. We are very serious about preventing illicit orders.

We **can not** guarantee arrival dates or times. While we try our best to prevent any delays, orders may be held up due to unforeseen circumstances.

## Domestic Shipping

We offer domestic shipping for all of our items, and low cost international shipping.

We ship everywhere in the United States, as well as a handful of international countries! We ship to Australia, Canada, Columbia, Costa Rica, Denmark, Egypt, France, Germany, Ireland, Italy, The Netherlands, Singapore, Thailand, and the United Kingdom.

## Shipping Times and Shipping Speed

Please note that the shipping time does not include the processing time for packaging up and creating orders. Once your order is placed, our shipping team works hard to get that order packaged up well and sent out to you. If placed before 10am, the majority of orders are shipped same day. However, unforeseeable delays may occasionally occur, and processing times can take up to two days. In rare cases of holiday or special sales, processing times can be between 2-3 days. Rest assured that the increased processing time simply means our shippers need a wee bit more time to carefully tend to each and

every order. Orders are not packaged up on U.S Holidays and other instances in which the postal services are closed. Shipping times do not guarantee package arrival date.

All of our packages are shipped out via USPS, UPS, or Fedex. We offer a variety of shipping speeds through these carriers. Tracking labels are sent out via email once the package is picked up by the shipping carrier. You will not receive a tracking number email until your package has been processed, packaged, and labeled for pick up by the postal service.

## Items Broken in Shipping

ALL packages that are broken in shipping will be replaced with the same piece or an equivalent piece that has been agreed upon between PACKABOWLS and the customer. Broken packages must be photographed and documented before a return package will be sent out. Smoke Cartel must be informed of the break within two days of the customer receiving the package.

Please note: For all packages damaged or broken in shipping, we will remedy this issue as soon as we possibly can. Please remain calm and polite throughout the broken items replacement process, being angry about the situation will not speed up the process.

## Do you accept returns?

IMPORTANT: WE CAN ONLY ACCEPT ITEMS THAT ARE **COMPLETELY UNUSED**. IF AN ITEM HAS BEEN USED, WE WILL **NOT** ACCEPT A RETURN. NO EXCEPTIONS.

If for some reason you have received your product, and no longer want to keep it, please make sure to send an email to [info@packabowls.com](mailto:info@packabowls.com) before sending out your return so that our team can be prepared to process your return.

Make sure to include with your return:

**Your order number** (this is crucial)

**The item** (unused)

If we do not receive an order number or invoice with the package, we are unable to determine who the product is from and will be unable to issue you store credit.

Customers must pay shipping and handling.