

Shipping policy

Shop A.M. Boutique Order Status

Registered Customers

Register on www.shopam.online, and you can track your package with US Postal Service for most orders.

Please allow 1-3 business days for processing before items will ship when placed using the standard shipping option. For expedited shipping, please allow 1-3 business days for processing.

Shipping Method	Shipping Charge	Order By	Estimated Delivery
Priority Mail Express	\$27.00	12:00 noon PT	1-2 business days, in certain areas. Please allow 1-3 business days for processing.
First-Class Package Service	\$8.70	12:00 noon PT	1 to 10 business days after shipping. Please allow 1-3 business days for processing.
Free Shipping for orders over \$99	\$0	12:00 Noon PT	1 to 3 business. Please allow 1-3 business days for processing.
Free Delivery in Santa Clarita, CA for purchase over \$25	\$0	12:00 Noon PT	Free delivery for the following zip codes in Santa Clarita, CA: 91350, 91322, 91354, 91380, and 91382. Allow 1-3 business days for delivery. <ul style="list-style-type: none"> • Must select this option when placing the order.

- **In some items the delivery date may vary from current Shipping Rules. Shipping may take approximately 6–15 days. If delivery is after 15 days, the Shipping charge will be voided, and a voucher will be issued for the shipping amount paid by the customer.**

Standard shipping orders take 1–3 business days to be processed and packaged before they are shipped out of our warehouse. Shipping is the charge for www.shopam.online internet order processing, item selection, packaging, transport, and handling. Special requests, including specification of carrier and/or future delivery dates, may include additional charges. Delivery times are not guaranteed, notwithstanding additional costs, but are our best approximation and vary with specific requests, such as monogramming. Shipments may ship in multiple packages. Shipments and deliveries occur only on weekdays. Shipping is subject to change and will be determined at the time of order. Shipments may ship separately.

Second-day and Next-day Shipping are NOT available to post office boxes—all standard deliveries to P.O. Boxes will be shipped via parcel post. Please contact us if you have any questions regarding when you will receive your order.

We do offer Free Shipping on orders that are over \$99 within the continental United States (excluding APO address, shoes, mystery bags, and some monogram items).

* Shipping charges and times may vary by-merchandise and Standard Shipping within the continental United States.

** Orders placed after noon (C.T.) Friday will be processed Monday. Shipping charges and times may vary by-merchandise. A signature may be required, and there may be additional charges if more than one delivery attempt is required. This service is not available for some zip codes.

*** Available Monday through Friday only for select zip codes and eligible in-stock merchandise. Our UPS contract does not include Saturday delivery Holidays are excluded. If there is an unexpected delay, we will make every effort to deliver the order the next business day. A signature and phone number are required. Not available for P.O. boxes or APO addresses.

Carrier Contact Numbers:

- USPS: 1-800-275-8777
- International USPS: 1-800-222-1811
- UPS: 1-800-742-5877

Shop A.M. Boutique is NOT responsible for:

- Delays with US Postal Service or UPS shipping
- International Duties or Customs Charges
- Lost, damaged, or marked delivered items. To file a claim with the carrier, please click the following links:
 - UPS Claims Support
 - USPS Claims Support

Shipping FAQ

US Postal Service Guarantees

- We are NOT responsible if the package is not delivered in the guaranteed shipping times as it may take 1-3 business days to process the order, and we cannot be held liable for USPS guarantees. If the item is not delivered in time, please contact USPS (1-800-ASK-USPS). We will NOT refund additional shipping charges if USPS fails to meet their guaranteed shipping times.

UPS Guarantees

- We are NOT responsible if the package is not delivered in the guaranteed shipping times as it may take 1-3 business days to process the order, and we cannot be held liable for UPS guarantees. If the item is not delivered in time, please contact UPS (1-888-742-5877). We will NOT refund additional shipping charges if UPS fails to meet their guaranteed shipping times.

- charged by your government. Please contact your country's customs office for respective charges and rates on a package coming outside of your country. International customers (outside of the United States) are responsible for all import duties, customs, and local taxes charged by your country. We cannot advise the amount of what these fees might be & we recommend that you contact your country's customs office or tax agent for respective charges and rates on a package coming outside of your country.

Wrong Address Disclaimer

- It is the buyer's responsibility to make sure that he or she enters the shipping address correctly. We are not responsible if a package is shipped back to us due to an incorrect or undeliverable address. We do our best to speed up processing and shipping times; hence, there is a minimal time gap to cancel/change your order or change its address. If you decide to cancel your order or change your shipping address, please contact us here as soon as you place your order. We will do our best to make the change; however, we cannot guarantee that we will do so.
- If there is a problem with your tracking number or package delivery, please contact the courier directly before contacting us. Please allow 1-4 business days for your tracking information to show. In some rare cases, tracking information may not update, but you will still receive your order. Please contact us after the estimated delivery time has passed.
- All our shipments include Tracking with Delivery Confirmation. If your tracking information confirms that the item has been delivered to your order address, but you have not received your order, please contact the carrier directly to investigate this issue. We cannot be held accountable for packages where tracking information states the package has been delivered to your order address.

Restricted/Hazardous (HAZMAT) Items

- Certain customer commodities are considered hazardous materials, such as aerosols, nail polish, fragrances, and other alcohol-based products; our policy is to ship these items as standard shipping (ground only) to continental U.S. locations and Canada (excludes Alaska and Hawaii), and to prohibit the shipping

to international locations, including APO/FPO/DPO addresses, Puerto Rico, Guam, and all other U.S. territories.