

Shipping Policies and Procedures

How will you ship my order?

Most orders are shipped via the United States Postal Service. For larger orders we will price other carriers (Fedex, UPS, etc.) in an attempt to get a better rate, but for most orders, USPS is the most economical means for us to get your order to you.

How are shipping charges calculated?

Our e-commerce software integrates with USPS services, calculating a shipping fee using current USPS rates and based on the approximate weight and size of your shipment, as well as the distance as determined by the zip code of the shipping address. Currently, **all orders of \$60 or more within the USA will get FREE SHIPPING**. Just make sure you check the “free shipping” option at checkout. For orders that qualify for free shipping, we will ship your order using the most economical option available to us.

When will my order arrive?

Normally we fill all orders within 3 business days of receipt. In the rare occasion that we need more time we will contact you via email. For example, a large order of wedding favors may take us extra time to prepare. Once the order ships, you will automatically receive an email informing you that the order has shipped, along with a USPS tracking number. Once shipped, USPS normally delivers within the USA within business 2-3 days.

Will I receive shipment tracking information?

Yes. As soon as your order is fulfilled, an email confirmation will be sent to the email address associated with the order. It will include USPS (or relevant carrier) tracking numbers for all packages associated with the order. If you click on the tracking numbers in the email you will be brought to the shipper’s web page and provided with detailed information on the status of your shipment(s).

I live nearby, can I pick up my order and avoid paying shipping?

If you are in our local area (Jackson, Michigan) and would like to pick the honey up and avoid shipping charges, just figure out what products you would like to purchase and send us that information via our email info@unclenormshoney.com. Once we have your order ready for pickup, we will contact you to arrange a time for you to pick up your order. For local pickups you can pay when you pick up. We accept cash or credit card payments.

My order arrived damaged, what should I do?

We insure all shipments at replacement cost. We normally have very few problems shipping honey, but occasionally customers receive a shipment with damage.

For any shipments involving glass containers: in the case of damage during shipment, the customer assumes full responsibility for [filing the insurance claim with the Post Office](#). While we take great care in packing our shipments to avoid issues, on occasion the USPS apparently

likes to play a game of pick-up football with shipments! With damaged glass shipments, the Post Office has more and more required the damaged shipment to be brought to the local post office for inspection. For this reason, you the customer are responsible for making the claim.

For any shipments not involving glass containers: If you experience any problems with your shipment, **it is your responsibility to report the damaged package to us within five days of receipt.** You MUST email us the following information:

- Your order #.
- A textual description of the damage.
- Ample photo evidence that clearly shows the extent of the damage. In other words, we need you to email us photos of both the damaged packaging (if applicable) as well as any damaged items within the package.

If you provide the above information to us within five days of receiving the shipment, we will file a claim with the USPS. Once the claim has been accepted, we will promptly ship you replacements for any damaged goods in your original shipment.

Do you ship to other countries?

No. We only ship to addresses in the USA. We can ship to US military bases overseas that happen to be served by USPS services.