# Sample Shipping Policy Template

**How to Use the Template**

1. **Fill in Business and Contact Details:** Before you publish it, fill in all the [brackets] with your business info, contact details, and any additional information you may want to include.
2. **What this Template covers:** The template covers selling physical goods. Make sure these sections match what your business offers.
3. **Tailor to Legal Jurisdictions:** The template may cover various countries and territories (such as the EU, UK, and US). However, make sure its provisions comply with the laws where your customers are.

# Shipping Policy of [website name]

Our website is provided by:

[name/company and full address]

**Contact email:** [email address]

You must read this document carefully.

This document was generated with the use of the [Shipping Policy template](https://www.iubenda.com/en/help/110913-shipping-policy-template).

**Shipment processing times**

[Mention that processing times and shipping times are different, so that your customers have a clearer idea of the wait.

Example → All orders are processed within X-X business days (excluding weekends and holidays) after the order is placed. Please note that during high-volume periods, processing time may take longer than usual.]

### Delivery

Products are delivered to the address provided by you and in the manner outlined in the order summary.

Upon delivery, please check the content and report any issues promptly using the contact details provided in this document or as outlined in the delivery note. If the parcel appears visibly damaged, you may refuse to accept it.

Goods are delivered to the following countries: [country name]

Delivery times are outlined on our website or during the purchasing process.

[add more details about delivery, such as methods of shipping, costs, shipping restrictions, etc.]

## Information about this document

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#### Failed delivery

We are not liable for delivery errors due to incorrect or incomplete information provided by you during the purchasing process nor for any damage or delays after delivery to a carrier organised by you and not offered or recommended by us.

If the goods are not received or collected at the time or within the period specified, they will be returned to us. We will contact you to schedule a second delivery attempt or to agree on a future course of action.

Unless otherwise agreed, each delivery attempt after the second one will be at your expense.

**Tracking orders**

[Include the details about the tracking of the order.

Example → Once your order has been shipped, you will receive an email with a tracking number. You can track your order using the tracking number on the carrier’s website.]

### Contact

All communications must be sent using the contact information provided in this document.

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