

Shipping & Handling Frequently Asked Questions

Turnaround Time

- 1. What is the typical turnaround time for orders to be shipped from the Close To My Heart warehouse?**

Standard in-house turnaround time for most orders is 2–10 business days (Monday–Friday excluding holidays) from the time the order arrives at Close To My Heart. We will make every effort to maintain this turnaround time; however, we may occasionally exceed this time frame during peak seasons. Special shipping options do not affect in-house turnaround time. Close To My Heart is not responsible for the time it takes an order to reach its destination after it leaves our facility.

Shipping Rates

- 2. How are shipping rates determined?**

Rates are calculated using a percentage of the full retail total of the order, not the weight of the order. Discounted and free items are charged shipping on their full retail amount.

- 3. Who are the shipping providers and what are the shipping percentages and minimum shipping charges?**

Continental United States	Shipping Percentage of Retail	Minimum Shipping Charge
FedEx Ground	8.95%	\$8.95
FedEx Ground Economy (Smart Post)		
FedEx Express Saver® (3-day)	19.95%	\$19.95
FedEx 2Day® (2-day)	24.95%	\$24.95
FedEx Standard Overnight®	34.95%	\$34.95
Alaska & Hawaii	Shipping Percentage of Retail	Minimum Shipping Charge
FedEx 2Day® (2-day)	15.95%	\$15.95
APO/FPO/PR/GUAM/VI	Shipping Percentage of Retail	Minimum Shipping Charge
	15.95%	\$15.95

Shipping Options & Delivery Info

- 4. Which FedEx service does Close To My Heart use for standard shipping to the continental US?**

Standard shipments are sent via ground or ground economy service. Packages are sent via FedEx Home Delivery and are delivered Tuesday through Saturday between 9:00 am and 8:00 pm.

- 5. What is the difference between FedEx Ground and FedEx Ground Economy?**

The two services are essentially the same, but FedEx Ground Economy may take an additional 1–2 days in transit.

- 6. When will an order be shipped via FedEx Ground Economy instead of FedEx Ground?**

FedEx Ground Economy will automatically be selected for orders that weigh 1–9 lbs.

7. Is FedEx Ground Economy the same service as Smart Post?

FedEx Ground Economy shipping labels still have “Smart Post” as the name, but the service is not the same as the old Smart Post service that we offered. The FedEx Ground Economy service is essentially the same as FedEx Ground service.

8. Will tracking information be emailed to me?

Yes! Tracking information will be sent to you from FedEx typically within 24 hours of your order being shipped.

9. Do I need to be present to accept the package?

Close To My Heart does not require a signature in order for FedEx to leave a package. However, in certain areas FedEx does require a signature to demonstrate receipt. You can call FedEx at 1-800-GO-FEDEX to make special arrangements. For example, you may request that the driver leave the package at a specific spot, or that the package be held at a FedEx terminal or the nearest FedEx Office Print & Ship Center, or that the package be redelivered. You must have your tracking number when you call; refer to your shipment notice email for the tracking number.

10. What if my order is late or missing?

We realize that accidents happen and that sometimes an order may be delayed, lost, or even damaged during transit. In the event that your order has not arrived or arrives with damaged products, contact Home Office. We will work closely with FedEx to locate your package and ensure that you receive it quickly or to replace items that are damaged. You must contact the office within 10 days of the date the order was delivered. If you do not contact the Home Office by this deadline, then no replacements will be sent.

Please note that in the event of a stolen package, FedEx does not provide replacements. We recommend that you check your homeowners insurance to see if your policy covers stolen packages and contact the Home Office to report the theft.

11. What are my shipping options and delivery times?

For packages going to an address in the Continental US, you can choose from several FedEx shipping options. If you are shipping to Alaska or Hawaii, you must ship via FedEx 2Day. Only one shipping method is allowed per order. Please note that when orders are shipped via FedEx Standard Overnight, 2 Day, or Express Saver (3-day), any backordered items will be excluded from the shipment and will be sent separately via the most economical method.

Standard Shipping Options

- FedEx Ground: This is our standard shipping option for orders over 9 lbs. After leaving Close To My Heart’s corporate office, packages typically arrive within one to five business days (for packages up to 70 lbs.). Please note that FedEx shipping times may vary during busy or holiday seasons. Packages go via FedEx Home Delivery and are delivered Tuesday through Saturday between 9:00 am and 8:00 pm.

- FedEx Ground Economy: This is our standard shipping option for orders that weigh 1–9 lbs. After leaving Close To My Heart’s corporate office, packages typically arrive within two to seven business days. Please note that FedEx shipping times may vary during busy or holiday seasons. Packages go via FedEx Home Delivery and are delivered Tuesday through Saturday between 9:00 am and 8:00 pm.

Expedited Shipping Options (does not affect in-house turnaround time)

Expedited Shipping Options do not affect in-house turnaround time. Guarantees are not made during busy and holiday seasons.

- FedEx Express Saver (3-day): This option guarantees delivery three business days after your order leaves the corporate office. Delivery is Monday through Friday by 4:30 pm to business addresses and by 7:00 pm to residences in most areas.
- FedEx 2Day (2-day): This option guarantees delivery two business days after your order leaves the corporate office. Delivery is Monday through Friday by 4:30 pm to business addresses and by 7:30 pm to residences in most areas.
- FedEx Standard Overnight: This option guarantees delivery the next business day after your order leaves the corporate office. Delivery is Monday through Friday by 3:00 pm to most areas and 4:30 pm to some rural areas.

12. If I expedited my order by choosing Standard Overnight, 2Day, or Express Saver (3-day) service, is Saturday still an option for delivery?

No, Saturday delivery is not an option for expedited shipping.

13. When I choose an expedited shipping option, does that rush the order in-house?

No, choosing a different shipping method does not change the in-house turnaround time, it simply expedites the shipping once the package leaves our office.

14. How long will it take for orders to be shipped?

Orders will typically leave our warehouse within 2–10 business days. It may be longer during busy and holiday seasons. We do not expect long wait times to become the standard, but please be prepared for the possibility of orders taking longer to fulfill.

In-house Rush Shipping

15. What is In-house Rush shipping?

If you would like your order to leave our warehouse sooner than the normal 2-10 business days, you have the option to pay for in-house rush shipping for a \$50 fee (in Order Entry only). This would ensure that your order is shipped the same day (if submitted before 11:59 am MT, Monday-Friday) or the next business day (if the order is submitted at 12:00 noon MT or later, or submitted on a weekend or holiday). See #17 for reasons that an In-house Rush order may be delayed.

16. How can I qualify for free In-house Rush shipping?

There are three ways your order can qualify for free in-house rush shipping:

- Orders with a subtotal over \$1,000 will automatically get free in-house rush.
- Makers with the title of Specialist or above receive free in-house rush shipping on any orders they submit while holding a qualifying title.
- Any Maker who submits at least \$2,000 in commissionable sales in a single month's commission period will qualify for free in-house rush shipping on their orders over the following two months. For example, if your commissionable sales for the month of April total over \$2,000, you will receive free in-house rush shipping for both May and June. In the same scenario, if you then submit over \$2,000 in commissionable sales during May, you will qualify for free in-house rush shipping for June and July. Sales totals will be calculated at the end of each month and free rush shipping will apply starting on the first of the following month.

If you qualify for free in-house rush shipping, **please do NOT check the in-house rush checkbox** (shown in Order Entry only) on your qualifying orders as this will charge you the fee. Orders placed in Order Entry and your own orders entered on your Maker website are eligible.

17. What happens if my In-house Rush order includes a backordered item?

If the order includes an item that is not available for immediate fulfillment, the order may be held up to 2 days if the item is due to arrive within that time frame. If it will not, the order will ship without that item and the item will be sent separately, not rushed, when available.

Backordered Items

18. Can I still purchase an item on backorder status?

No. Once an item goes out of stock, it will be made unavailable for orders.

19. What happens if an item I already ordered becomes unavailable before my order is fulfilled?

If more inventory is due to arrive within the turnaround time, the order will be held until the item can be included. If more inventory is not due to arrive within the turnaround time, the order will ship without the item. The item will then either be cancelled and refunded to you, or it will be made available for you to add to a future order at no additional when the item becomes available again. In order for the backorder item to not incur additional charges, it must be added to an order that includes other items.

20. Will backordered items be sent to me automatically when they are back in stock?

Backordered items will only be sent automatically for orders with In-house Rush. Otherwise, when the backordered item is back in stock, you will be able to add it at no cost to another order.