



Delivery and Shipping

Standard and Expedited Delivery

Orders will be processed and ship within 1-3 business days from the time of receipt of order (weekends/Holidays). For **standard shipping**, orders will be delivered via by the United State Parcel Post (USPS) of the destination on your order form.

- You will have the option to choose UPS Next Day Air, at extra costs (Please keep in mind that NEXT DAY AIR is if the package is shipped from Monday-Thursday, if package is shipped next day air on Friday, it will NOT arrive at your location until the following business day. We do NOT offer Saturday delivery). **MUST CONTACT CUSTOMER SERVICE for this option.**

Tracking numbers are provided when products leave our shipping center in Las Vegas via email. You can track your package by log into the www.USPS.com tracking or click on the link provided in your email. Your orders may be combined for shipping purposes. Your tracking information may be available 1-2 days after you received the tracking number.

- **International Shipping:** International shipping is via USPS Priority Mail International...Please keep in mind International shipping might take longer to get to its destination.
- For expedited shipping and guaranteed receiving of your package outside the United States, depending on the country of destination, **EXTRA fee may vary by destination. Taxes are customer responsibility based on the country of destination, when receiving your order.**

Order Overnight: For expedited shipping inside the United States such as overnight air, **additional fee may varies** based on the size of your order and destination location. **Please contact Customer Service should you wish to use UPS overnight. Additional fees will be charged.**

- How long does shipping normally takes?
- **For US orders** - Standard shipping 7-10 business days (from when packages leave our warehouse)
- The above is estimate time required by the postal service and is not guaranteed for Standard shipping (based on location, weather, etc.)
- **For NON-US orders** – Standard shipping 10-15 business days (based on country of destination and Customs)
- The above is estimate time required by the postal service and does not include the processing time of Customs in the destination country.

In some cases, local Customs office of your country may require additional documents and time to have your package cleared, and this may also cause further delay on the delivery.

pureVibranz is NOT responsible for the condition of the package you receive **AFTER Custom** cleared your package in your destination country. We will do our best to pack and ship orders to prevent leakage or breakage when leaving our shipping warehouse.

UNFORTUNATELY, WE CANNOT OFFER ANY SPECIFIC ADVICE REGARDING ANY CUSTOMS-RELATED FEES THAT YOU MAY INCUR IN YOUR COUNTRY. IT IS BEST TO CONSULT WITH YOUR LOCAL GOVERNMENT IMPORT OFFICE.

- How can I get my tracking code or trace code?
Every customer will receive their tracking number automatically, once we have your order ready for shipping. The tracking number will be sent to you via Email on your order and in our system. In some instances, carrier's tracking information may only be available in 1-2 business days after the order is shipped.
- Will my package be delivered to my house or to the post office for me to pick up?
Your order will be shipped to the address that is on your order form, when placing your order please check to make sure that your shipping address is correct.
- When will you ship my order?
Orders placed using our standard shipping will be processed within 1-3 business days NOT including weekends or Holidays.

Please allow extra time for your order to be processed during public holidays and busy periods. Customs and Postal Services may also require extra time to work on the processing / delivery during peak season or during major holidays. For details on public holidays in the destination country, please refer to the local government website.

Please also note that delays may occur because of pending payment authorizations, errors when placing order and responding to Customer Service Department inquiry in order to process your order.

- Why do I have to pay standard shipping fees for my order?
FREE standard shipping is applicable **ONLY** to orders in the USA for your monthly Smartship Subscription for orders \$125.00 USD. Orders under \$125 USD will be charge shipping & handling.

Import Taxes and Duties:

Some countries outside the United States may require import tax, duties and related Customs fees for the imports, and the cost is NOT covered in order payments, made to us. These charges, if applicable, are determined and charged by the Custom office of the destination country. For further details of charges, please contact your local Custom office directly.

Still not getting your answers, please email us anytime at CS@getvibranz.com

FOR RETURN/REPLACEMENT/REFUND policies

Please see our policy regarding this or contact customer service.

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