

# SHIPPING & DELIVERY

## Our Shipping Promise

In order to deliver on our promise of exceedingly personal service and ensure prompt delivery of your order, we guarantee to process all in stock items within 1-2 business days and make every attempt to deliver your package within 3-5 business days after it ships from our warehouse.

## When can I expect my package?

Once an order is placed, all in stock items will ship from our warehouse within 1-2 business days. During this “processing” time our warehouse is busy picking, packing and readying your order to be shipped by one of our fantastic Carriers. Once our Carrier picks up your order, they make every attempt to deliver it within 3-5 business days.

## Order Delivery Flow

Please note - the cut-off times for the following table is 11am CST (Central Standard Time)



Carrier & Service	Price	Order processing time in our warehouse	Time from shipping until delivery
Standard Shipping (non-guaranteed)	\$5.95	1-2 Business Days	3-5 Business Days

## What do I need to understand about processing time and how it impacts the delivery time of my order?

- We process all in stock items within 1-2 business days from your order date.
- During new product launches, introductions and holiday season, we guarantee to process your order within 3 business days of your order date.
- Orders placed before 11A.M. CST usually ship within 1 business day. If your order is placed after 11 AM CST, please allow for 1 additional business day for processing (excluding bank holidays.)
- All orders submitted over the weekend will be processed the next business day, which is usually Monday.
- While your order is processing, you may see the processing status in your Account. Once your order has been shipped, this status will update to shipped and you will receive a shipment confirmation email.

## Designer Personal Orders

Product Order Total (SRP/\$US)	Standard Shipping 4-7 Business Days (non guaranteed)
\$0-99.99	\$5.95
\$100.00-\$299.99	\$7.95
\$300.00 and up	\$9.95

Heavy items (such as Look Books and displays) are subject to a shipping surcharge.

## Shipping Surcharges (US)

SKU	Description	Heavy Weight Surcharge US (per unit)
KM123	Display Tray	\$2.50
KMM158	Order Forms	\$3.00
KMM155	Design Guide	\$3.00
KS002	Starter Kit	\$5.00