

# Shipping

## Which shipping method should I choose?

### INFO REGARDING SHIPPING

#### USPS, FEDEX, OR UPS

#### **USPS- OFTEN THE LEAST EXPENSIVE WAY TO SHIP**

If you choose to use USPS for your shipping, you should be aware of the tracking/claim process. Many times USPS packages travel to their destination with no problems or issue, but sometimes, the packages lose their way.

Firstly, USPS tracking capacity will tell you when the package enters and exits their system, but will not tell you anything more. You will not be privy to where the package is in route or an accurate estimated time of delivery.

Once the package is in route, some vague information is given. If your package is missing for 23 business days of the last scan, then you can make a claim. Note that I said "last scan", once the package is scanned again, the 23 business days start over.

If the package has been missing for 23 business days, then the shipper may start a trace. Most countries have a 30 day, but some countries have a 90 day grace period to look for the missing package.

Lastly, after all this, if your package is still lost, the shipper may make a claim. USPS has a limit of insurance to which they will pay a claim. Once again, different countries will have different claim limits. In general, if your package is over \$500 in value, check your countries claim restrictions.

One last note regarding USPS, size and weight limits are set by the country and package must meet each countries requirements.

#### **FEDEX AND UPS**

Both FedEx and UPS have a good tracking system where you can see where your package is and when it should arrive to your location.

We tend to have less package damage with FedEx, but I have spoken with other shippers who claim less damage with UPS. The claim process for lost and damaged packages is only 10 business days for both FedEx and UPS.

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-Alice Gray, Shipping Manager

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