



## SHIPPING POLICY

**Q:** When will my order ship?

**A:** The Central California Fellowship team does their very best to ship all orders within 24-hours of receiving the order. Orders received after 5PM Pacific Standard Time (PST) on Friday will be shipped the next business day (Monday). Orders that require special order services may require additional time. If your order does not require special order items, then you can expect it to be shipped out within 24-hours.

**Q:** Why did my order not arrive within 24-hours?

**A:** The Central California Fellowship team does their very best to ship all orders within 24-hours of receiving the order. This will not mean that your item will be arriving within 24-hours.

The time that your order takes to arrive at your home will vary based on your location, the date or day of the week, and the time of placement. (Please read below.)

**Q:** Why does an online store have store hours listed on their website? Can I not make a purchase anytime?

**A:** Our store (physical location) hours are Monday through Friday 9 am - 5 pm PST and Saturday 9am to 1pm (except holiday weekends. This information is provided simply to indicate when you can reach our customer support team by phone. Our website is available 24-hours a day and 7 days per week. We also provide our store hours to help our customers gain a better understanding of our shipping policies.

**Q:** Can you please explain the shipping services that you do offer?

**A:** When ordering from [aasacramento.org](http://aasacramento.org), you may choose from one of the following options:

Priority Mail – Items are delivered in 2-3 business days depending on where your package is shipped. Any order that weighs more than 1-pound will automatically ship via Priority Mail.

Priority Mail Express - Items delivered within 24-hour to 48-hours. Delivering 7 days a week, Priority Mail Express is the post office's fastest domestic service for time-sensitive letters, documents, or merchandise. This is a very expensive service. Please call us for shipping information.

First Class Mail - Items ship in 1-2 business days - orders that weigh less than 1-pound (lb.) will ship via First Class Mail unless otherwise selected when going through the checkout process. Please visit the USPS website for more information.

International Shipping - Items will ship from our store within 24-hours of receiving the order. However, the shipping rates and the delivery times will vary based on your location. You will be emailed the shipping costs for approval and payment before your order ships.

**NOTE:** While we can guarantee that your order will ship from our location within 24-hours, we cannot guarantee what happens once your order leaves our store. We have all orders sent via Priority Mail and Priority Mail Express insured and tracked. Unfortunately, at this time insurance and tracking services are not available for First-Class Mail. Please contact us if you have trouble with your delivery. We will gladly help to advocate for you with the United States Postal Service.

**Q:** How much are shipping charges?

**A:** Shipping costs are based on weight of items (and package dimension if a non USPS Priority Mail box or envelope is required) with allowances for typical packaging material weights. Orders over 1 lb. will automatically ship Priority Mail.

Our rates are structure to the cost of Flat Rate Priority Mail vs. the dollar amount of your purchase.

Purchase Price	First Class* Mail to 1lb	Flat Rate * Priority Mail
\$.....	\$5.00	N/A
Up to \$50.00		\$10.00
\$50.01 to \$75.00		\$17.00
\$75.01 to \$125.00		\$22.00
\$125.01 to \$150.00		\$27.00
\$150.01 to \$200.00		\$35.00
\$201.00 & up		Call for Rate

\*Rates are subject to change with increases in postal rates. These rates are for domestic shipping only. Please contact us regarding International shipping charges.

**Q:** How can I get my order quicker?

**A:** If your order is a very small order it will be shipped First Class Mail (3 to 5 working days typical delivery time) unless Priority Mail is checked during checkout (2 to 3 days after order is placed)

If you must have your order arrive faster, you must notify us by phone and/or email.

If you are placing an order to ship beyond the State of California, we will try to help you find a Central Office where you can purchase items in your local area.