

How do I proceed if my package is delayed but still receiving scan updates?

»»» At this time, we please ask that you be patient with our team and set proper customer expectations for turnaround times. Once a package leaves our facility, we are at the mercy of the shipping carrier. We are happy to help you in any way that we can by reaching out to find out more information about delays, but can only provide as much information as we are given by the shipping carrier. We truly appreciate your understanding of possible delays.

How do I proceed if my package is marked as "Pending"?

»»» If your package has not received an updated scan in a few days, please feel free to reach out to our team. We are happy to contact Fed-Ex to get more information regarding where the items might be to ensure they are not lost. To help you efficiently, you'll want to ensure to have your Invoice number and tracking number ready when you call or e-mail. We can be reached at fulfillment@printswell.com or 205-588-4171 between the hours of 8:30 AM and 4:30 PM. Once contacted, we will begin the trace/investigation process with Fed-Ex. Fed-Ex requires 48-72 hours to complete this process to get the package back on track.

How do I proceed if my package is marked as delivered but I do not have the items?

»»» First, check with neighbors, in inconspicuous areas around your residency or with a building manager if you have a front office where you receive packages. After you have checked thoroughly, please reach out to our team with your Invoice number and tracking number. We can be reached at fulfillment@printswell.com or 205-588-4171 between the hours of 8:30 AM and 4:30 PM. Once contacted, we will begin the trace/investigation process with Fed-Ex. Fed-Ex requires 48-72 hours to complete this process. If after this time that are unable to locate the missing items, we would be happy to reprint or refund based on your needs.

What if I used a Third Party account and my items are missing?

»»» You will want to reach out to Fed-Ex/UPS to start the trace process. Since the shipment is under your account information, you will have to handle this process on your end. Once you provide Prints Well with the Case ID number, we will issue a refund if the items are not found after the 48-72 hour window and you can place a reorder for the items.

What if I do not have time to wait for the trace/missing package process to be completed?

»»» If you do not have time to wait for the trace process to be completed, you may reorder the items via the on line ordering portal. Please advise that you will have to pay for both sets of products and shipping costs if the first package is delivered. If the first package is never found after the trace is completed, we will then file a claim and issue a refund for the first package.

What is Fed-Ex's policy on Ground packages?

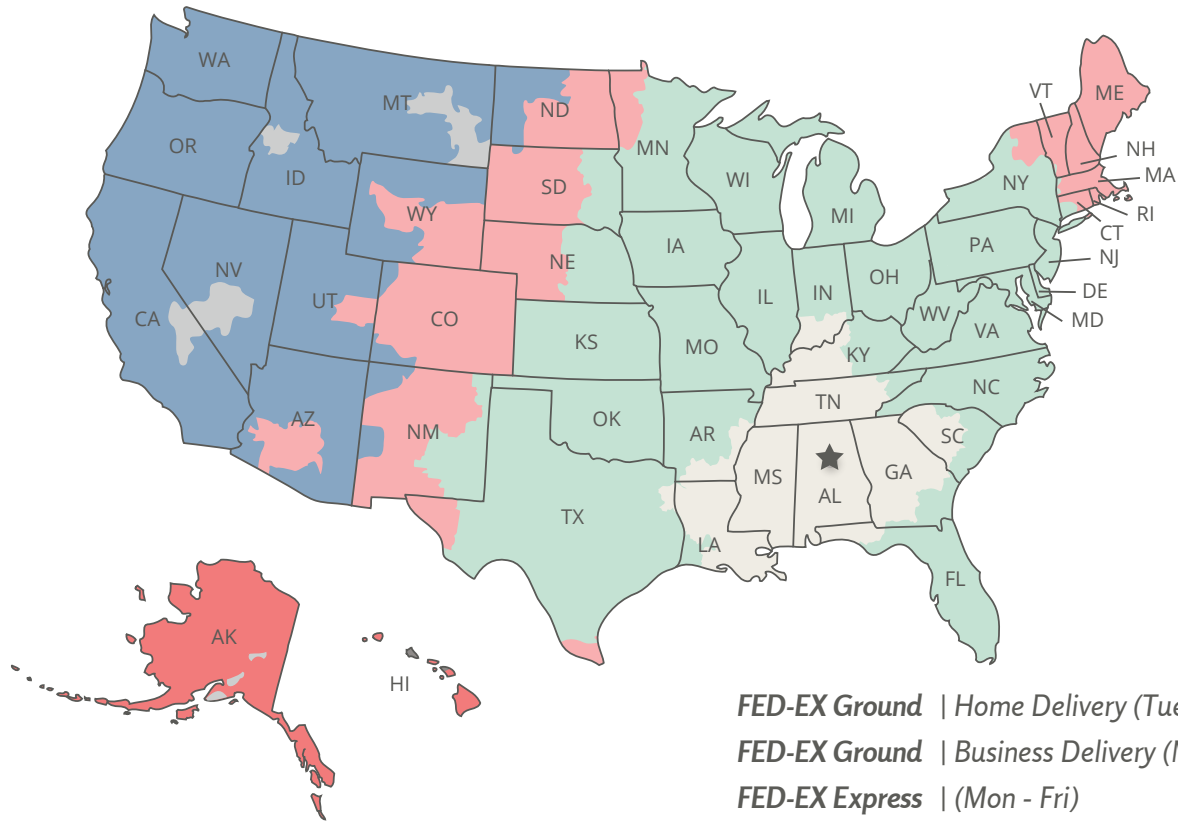
»»» Ground packages are never guaranteed and can take up to 8 business days to deliver. This time has been extended during the COVID-19 pandemic. We ask that you please use your discretion when shipping packages Ground for hard deadlines. Express is always the best shipping option if you are on a tight time frame.



Shipping Map & Price Guide

TRANSIT DAYS : Standard Fed-Ex Ground Shipping

1 Day
 2 Day
 3 Day
 4 Day
 5 Day
 6 Day
 7 Day



FED-EX Ground | Home Delivery (Tues - Sat)
FED-EX Ground | Business Delivery (Mon - Fri)
FED-EX Express | (Mon - Fri)

**Any order shipping to AK or HI may be subject to additional freight charges.*

Fed-Ex does not guarantee Ground delivery transit times. Please use your discretion when shipping packages Ground for guaranteed delivery dates.

ORDER TOTAL	FIRST CLASS*	PRIORITY*	GROUND	2 DAY	NDA PM	NDA AM
0 - 15	4.95	7.95	11.95	21.95	34.95	44.95
15.01 - 30	N/A	8.95	13.95	24.95	39.95	50.95
30.01 - 60	N/A	10.95	14.95	27.95	44.95	56.95
60.01 - 90	N/A	12.95	15.95	30.95	49.95	62.95
90.01 - 150	N/A	N/A	17.95	34.95	59.95	71.95
150.01 - 200	N/A	N/A	19.95	38.95	69.95	80.95
200.01 - 300	N/A	N/A	21.95	42.95	79.95	89.95
300.01 - 400	N/A	N/A	23.95	46.95	89.95	98.95
400.01 - 600	N/A	N/A	25.95	50.95	99.95	107.95

**First Class and Priority shipping options are USPS shipping methods. USPS transit times can be 7-10 business days or more*

***Any orders that total over \$600 will show up with a freight charge of \$0.00 on your order. These orders will be processed and actual freight will be charged after the item ships.*