Shipping policy template

## Welcome to our shipping policy template

1. Simply download this template as a Word Doc or Google Doc, and use the **prompts in aqua** to fill out your shipping policies.
2. Then, just create a shipping policy page on your website, and copy and paste this into the content editor.
3. Don’t forget to put a link to your policy in the footer of your website!



# [Company Name] — Shipping policy

## Domestic shipping

### Order processing time

* How long does it take you to process orders?
* Are orders processed 7 days a week, or only on weekdays?
* Under what circumstances might order processing delays occur, and how will you inform the customer of a delay?

### Shipping methods

* Detail each shipping method you offer, include the name of the courier / service, estimated delivery time from dispatch, and the cost.

| **Shipping method** | **Estimated delivery time** | **Cost** |
| --- | --- | --- |
| Royal Mail 1st Class | 1 Business day | £3.50 |
| Royal Mail 2nd Class | 3 Business days | £2.00 |
| Add more by inserting a new row. | Add more by inserting a new row. | Add more by inserting a new row. |

* Update this space if you hear of any shipping delays.
* If there are any limitations, terms, or conditions relating to your shipping methods, state them here.

### Shipping confirmation

* Let your customers know how you’ll contact them to confirm dispatch or, if applicable, send tracking information.

### Click and collect

* If you allow customers to pick their items up from your premises, let them know your address and contact details.
* Are your processing times shorter for click and collect orders?
* How will you let your customers know when their orders are ready to collect?

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## International shipping

* List the countries you currently ship to, the estimated delivery time, and the cost.

| **Destination country** | **Estimated delivery time** | **Cost** |
| --- | --- | --- |
| USA | 7-18 days | £15 |
| Netherlands | 4-8 days | £8 |
| Add more by inserting a new row. | Add more by inserting a new row. | Add more by inserting a new row. |

* You can list the countries you don’t ship to, or simply state that if your customer’s chosen country isn’t listed, they can’t currently buy from you.
* Let your customers know that they will be responsible for any duties or import taxes.

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## Returns and cancellations

### Returns

* Do you offer returns or exchanges?
* If so, how long does a customer have to return their item?
* How do they begin the returns process? Include carrier, return address, and an overview of the process.
* How much does it cost to return an item?
* After you’ve received their return, how long will it take your customers to receive a refund?

### Cancellations

* If you offer cancellations, how long does a customer have to cancel an order?
* How will you let the customer know you’ve received their cancellation request?
* How long after cancelling will they receive a refund?



Want to know more?

## Speak to one of our fulfilment specialists and we’ll arrange a consultancy call, to discuss your current operations, future ambitions and barriers standing in your way.

[](https://www.ecommercefulfilment.com/en/speak-to-a-fulfilment-expert/)