

# 307 Family Crafters

## Shipping Policy

### Processing Times:

All orders are handmade and processed within **3–5 business days**. During high-volume seasons (such as holidays or sales), processing may take an additional 1–2 business days. Custom orders may require more time — details will be provided at checkout or via email.

### Shipping Methods & Rates:

We ship within the U.S. via USPS, UPS, or FedEx. Shipping rates are calculated at checkout based on the weight of your order and your shipping address.

- **Standard Shipping:** 3–7 business days
- **Priority Shipping:** 2–4 business days
- **International Shipping:** Not available at this time

### Local Pickup (Rock Springs, WY):

If you're local, you can select **Free Local Pickup** at checkout. We'll email you when your order is ready, and pickups are available **by appointment**. Please pick up your order within 7 days of notification.

### Order Tracking:

You'll receive a tracking number by email once your order ships. Please allow 24–48 hours for tracking information to update.

### Delivery Issues:

We are not responsible for delays caused by carriers or incorrect addresses provided at checkout. If your package shows as *delivered* but you haven't received it, please check with your local carrier or post office first. If you still need help, contact us.

### Lost or Damaged Packages:

If your item arrives damaged or is lost in transit, contact us within **7 days of delivery**. We'll work with you to file a claim with the carrier.

### International Shipping:

We currently **do not offer international shipping**. Orders can only be shipped within the United States. Any orders placed with a non-U.S. shipping address will be canceled and refunded.

For any questions or concerns, contact us at [307familycrafters@gmail.com](mailto:307familycrafters@gmail.com).

**Dropshipping Orders:**

Some items offered by 307 Family Crafters are shipped directly from our trusted dropshipping partners instead of our Wyoming studio. These items may arrive separately from handcrafted products and can have longer processing or shipping times (typically 2–7 business days to process and 7–21 business days to deliver).

Each dropshipped item will include tracking details when available. Orders containing both handcrafted and dropshipped items may arrive in multiple packages.