# Cuddles & Co Shipping Policy

Last updated: November 25, 2026

Thank you for shopping with Cuddles & Co! We pack every order with love. Here's what to expect once you place yours.

## Order Processing

- Standard orders are processed within 1–3 business days, and Priority, Expedited, and Express orders within 1 business day (Monday through Friday, not counting holidays).
- Orders placed on weekends or holidays are processed the next business day.
- During sales, holidays, and new collection drops, processing may take a little longer. We'll do our best to get your order out as fast as possible.
- Because we buy in small batches, items are limited. Once your order is placed, we set your pieces aside just for you.

## Shipping Rates and Delivery

We currently ship within the United States. Choose your shipping option at checkout:

| Shipping option | Cost | Processing | Delivery* |
|---|---|---|---|
| Standard | $10.00 | 1–3 business days | 4–7 business days |
| Priority | $25.00 | 1 business day | 3–4 business days |
| Expedited | $45.00 | 1 business day | 2–3 business days |
| Express | $80.00 | 1 business day | 1–2 business days |

*Delivery time is counted after your order ships.

- **Free Standard shipping** on orders of $150 or more (before taxes and discounts).
- Priority, Expedited, and Express are not available for Alaska and Hawaii.
- To get the Priority, Expedited, or Express delivery times, place your order before 2 PM Eastern Time on a business day. Orders placed after 2 PM ET, on weekends, or on holidays are processed the next business day.

Delivery times are estimates and are not guaranteed. Holidays, weather, and carrier delays can add extra time.

## Tracking Your Order

Once your order ships, you'll get a confirmation email with your tracking number. Tracking may take up to 24 hours to update. If you don't see the email, please check your spam or junk folder and make sure the email address you entered at checkout is correct.

## Address Errors

Please double-check your shipping address before placing your order. If you notice a mistake, email us right away at customersupport@cuddlesandco.store. If your order hasn't shipped yet, we'll do our best to update it.

Cuddles & Co is not responsible for orders shipped to an incorrect or incomplete address entered at checkout. If a package is returned to us because of an address error, we'll refund your order minus the original shipping cost, or reship it once you pay the new shipping charge.

## Lost, Stolen, or Missing Packages

If your tracking shows your package was delivered but you can't find it, please:

- Check around your home, mailbox, and with neighbors
- Check with your local post office
- Wait 1–2 days, since packages are sometimes marked delivered early

If it still doesn't turn up, email us at customersupport@cuddlesandco.store within 30 days of the delivery date with your order number. We'll help you file a claim with the carrier. Once a package is marked delivered, Cuddles & Co is not responsible for packages that are lost or stolen, but we'll always do our best to help.

## Missing Items

If an item is missing from your order, email us within 7 days of delivery with your order number and a photo of what you received. We'll send the missing item or a refund for it.

## Damaged Items

If your order arrives damaged, please see the Damaged, Defective, or Incorrect Items section of our Return Policy.

## Questions

We're happy to help!
**Cuddles & Co**
Email: customersupport@cuddlesandco.store