

Shipping Policy (Sensitive Skin Cares)

Effective date: August 1, 2026

Sensitive Skin Cares ("we," "us," "our") ships orders within the United States only.

1) Processing Time

- Orders are typically processed within [3–5] business days (excluding weekends and holidays).
- During high-volume periods or promotions, processing may take longer.

2) Shipping Methods & Rates

Shipping options and rates are shown at checkout and may vary based on your order.

- Standard Shipping
- Free Shipping (when available/eligible at checkout)

3) Estimated Delivery Times

Estimated delivery times are displayed at checkout. Delivery estimates begin after your order ships and do not include processing time.

4) Order Tracking

When your order ships, we'll send a shipping confirmation email with tracking information (when available).

5) Shipping Address Accuracy

Please ensure your shipping address is correct at checkout. If an order is returned to us due to an incorrect or incomplete address, you may be responsible for additional shipping charges to resend it.

6) Shipping Restrictions

- We currently ship to U.S. addresses only.
- We do not ship internationally at this time.

7) Delays & Carrier Issues

Carrier delays (weather, service disruptions, peak seasons) may occur and are outside our control. If your package appears delayed or lost, contact us and we'll help you investigate with the carrier.

8) Damaged Packages

If your order arrives damaged, please contact us within 48 hours of delivery with:

- Your order number
- Photos of the damaged item(s) and packaging

9) Contact Us

If you have questions about shipping, contact us:

Sensitive Skin Cares

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Phone: 917-494-7978