



XELLISS North America

Shipping Policy

Shipping Policy

Thank you for visiting and shopping at XELLISS. Following are the terms and conditions that constitute our Shipping Policy.

Domestic Shipping Policy:

Domestic Shipping includes shipping to United States of America (continental region) but not includes Alaska, Puerto Rico and Hawaii, and US Pacific islands.

Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or Bank holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

Providers:

- US POSTAL
- UPS

Delivery delays can occasionally occur.

Shipment to P.O. boxes or APO/FPO addresses

XELLISS do not ship to addresses APO/FPO/DPO addresses nor P.O boxes.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation email once your order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Customs, Duties and Taxes

XELLISS is not responsible for any customs fees and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

If your item arrived on your doorstep damaged, or if there is a problem with the order, please contact us as soon as possible by using this link support_us@xelliss.com and we'll remedy the situation. For damaged or defective products, please return the item to us and we'll ship a substitute item.

International Shipping Policy

We currently do not ship outside the U.S.