ROOM8 SHIPPING & DELIVERY POLICY

Draft for review | Effective date: To be set when published

1. Overview

Room8 is an online retailer based in Danville, California, United States. This Shipping & Delivery Policy explains how orders are processed, dispatched, tracked, and delivered. Products are generally fulfilled by third-party suppliers, including sellers using AliExpress, who ship directly to customers. Room8 remains your point of contact for questions and problems with orders placed on our website.

2. Where We Ship

Room8 intends to serve customers in the United States and selected international destinations. Availability depends on the product, destination, supplier, carrier, and applicable shipping restrictions. We will indicate whether delivery to your destination is available before accepting your order. We may decline or cancel an order if delivery cannot lawfully or reliably be arranged; if payment has been taken, we will issue a refund.

3. Processing and Dispatch

After checkout, Room8 confirms payment and arranges fulfillment through a supplier. Processing time is the period before a package is transferred to a carrier; delivery or transit time begins after dispatch. We will show the applicable shipping or dispatch promise before or during checkout. We will only advertise timeframes that we reasonably expect to meet based on product and supplier information. Order confirmations do not, by themselves, mean an order has shipped.

4. Delivery Estimates

Estimated delivery windows, when provided, depend on the item and destination and will appear in the product listing or checkout. They may include both order processing and carrier transit. International shipments may involve customs processing and additional time. We do not guarantee a delivery date unless we explicitly describe that date as guaranteed. Any estimates must be kept consistent with information shown at checkout and applicable law. [Before launch: insert supplier-verified processing and estimated delivery ranges for supported regions; do not publish unverified numbers.]

5. Shipping Fees

Shipping fees, if any, will be disclosed before order placement and reflected in the checkout total. Charges may vary by destination, product, order weight, supplier, or shipping method. We will not add undisclosed shipping charges after an order has been accepted without your agreement.

6. Customs, Import Taxes, and Duties

International orders may be subject to customs inspections, import duties, taxes, brokerage fees, or other charges imposed by the destination country. The checkout page or order confirmation should identify whether these charges are included in the price or are payable by the recipient. [Before launch: decide and clearly disclose whether Room8 or the customer is responsible for import duties and fees in each supported market. Do not assume all AliExpress shipments are duty-free.]

7. Tracking and Split Shipments

When tracking information becomes available from a supplier or carrier, Room8 will make it available by email, in the customer's account, or through customer support. Tracking updates can take time to appear. Items in one order may be shipped separately by different suppliers and may arrive on different dates. Customers will not be charged an undisclosed additional shipping fee because we split an order into multiple packages.

8. Delays and Your Rights

If we cannot ship within the clearly stated shipping timeframe, we will provide notice and seek consent to a revised shipping date or offer a prompt refund in accordance with applicable law. If no shipping timeframe was specified, U.S. federal rules generally require us to have a reasonable basis to expect shipment within 30 days after a properly completed order. If an order cannot be shipped and legally required delay consent is not obtained, we will promptly refund the amount paid for the unshipped merchandise. A generic statement that 'shipping times may vary' does not waive these rights.

9. Address Accuracy and Changes

Customers are responsible for providing a complete and accurate delivery address and any necessary delivery instructions. Contact room8big@gmail.com promptly if you notice an error. Address changes may not be possible after an order has been transferred for fulfillment or dispatched. We will work with the supplier and carrier where practical. Any customer charges for reshipping because of an incorrect address will be disclosed before the customer agrees to them, subject to applicable consumer law.

10. Missing, Lost, Damaged, or Incorrect Packages

If your order is missing, tracking incorrectly says delivered, or the goods arrive damaged or incorrect, contact room8big@gmail.com with your order number and relevant details. We may ask for photographs of damaged items or packaging where reasonable. Room8 will investigate with the supplier and carrier and provide the remedy required by applicable law, which may include replacement or refund. A carrier's 'delivered' scan does not automatically end our responsibility or eliminate your legal rights.

11. Unavailable Products and Order Cancellation

If a product becomes unavailable or we cannot fulfill an order as agreed, we will contact you and, as required by law, offer an appropriate cancellation or refund. We will not substitute a materially different item without your consent. Requests to cancel should be sent to room8big@gmail.com as soon as possible; cancellation after dispatch may be handled under our Return & Refund Policy, without limiting any statutory cancellation or refund rights.

12. Returns and Refunds

For returns not related to shipment delays, non-delivery, or fulfillment errors, consult Room8's separate Return & Refund Policy once published. Nothing in this Shipping & Delivery Policy limits non-waivable consumer rights or required refunds under applicable law. The two policies should be consistent.

13. Contact

For delivery questions, tracking issues, address changes, or missing packages, contact Room8 at room8big@gmail.com. Business location: Danville, California, United States. Website address: to be added upon launch.