

Shipping policy

All orders are processed within 1 to 5 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

There may be potential delays due to a high volume of orders or postal service problems related to weather or Covid issues.

Domestic Shipping Rates and Estimates

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

For simple flat rate shipping: We do not offer flat rate shipping.

You can also emphasize any free shipping thresholds you offer (e.g. free shipping for orders over \$75). For multiple shipping options, you can list carrier options, prices, and delivery times in a table.

Shipping option	Estimated delivery time	Price
Option 1	X to X business days	\$X
Option 2	X to X business days	\$X
Option 3	X to X business days	\$X

Local delivery

If you offer local delivery or in-store pickup to customers in your area, you can dedicate a section of your shipping policy page to explain the process or create a separate shipping page specifically for local customers.

Free local delivery is available for orders over \$50 within 20 miles of area code 29650. For orders under \$50, we charge \$15 for local delivery.

Deliveries are made from 10a.m.-6p.m. on Monday-Friday. We will contact you via email with the email you provided at checkout to notify you on the day of our arrival.

You can list out the ZIP/postal codes you service and/or consider embedding a map here so customers can easily see if they are within your local delivery range.

International Shipping

We offer international shipping to the following countries:

USPS list of countries: <https://pe.usps.com/text/imm/immctry.htm>

UPS list of countries: <https://www.ups.com/us/en/help-center/packaging-and-supplies/special-care-shipments/international-dangerous-goods/approved-countries.page>

Covid 19 may affect international shipping options.

Shipping charges for your order will be calculated and displayed at checkout.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. Madison Osborne Art is not responsible for these charges if they are applied and are your responsibility as the customer.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 30 days of receiving your shipping confirmation email, please contact us at madisonjosborne@gmail.com with your name and order number, and we will look into it for you.

Shipping to P.O. boxes

Some carriers have limitations around shipping to P.O. Boxes.

Private shipping companies or carriers like FedEx, UPS and Amazon can't place mail or packages in a P.O. box unless the recipient is signed up for Street Addressing.

If a USPS carrier shipment doesn't fit in the P.O. box, the package will be retained at the post office for the customer to pick up.

Refunds, returns, and exchanges

We accept returns and exchanges up to 30 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible at madisonjosborne@gmail.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at madisonjosborne@gmail.com.