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# Shipping Policy

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| COMPANY | Docree Demo Store Ltd |
| REGISTRATION | HE 000000 |
| EFFECTIVE DATE | November 28, 2026 |
| VERSION | v1.0 |

# Table of Contents

01 Shipping Options & Timelines

02 Shipping Costs

03 International Shipping

04 Tracking & Delivery

05 Lost or Damaged Packages

SECTION 01

# Shipping Options & Timelines

1.1 Docree Demo Store offers multiple shipping options at checkout. Processing time (1-3 business days for in-stock items) is separate from delivery time.

| Shipping Method | Delivery Time | Tracking |
|---|---|---|
| Standard (domestic) | 3-7 business days | Yes |
| Express (domestic) | 1-3 business days | Yes |
| International Standard | 7-21 business days | Partial |
| International Express | 3-7 business days | Yes |

1.2 Delivery estimates are not guaranteed. Actual delivery time may be affected by carrier delays, customs, weather, and other factors outside our control.

SECTION 02

# Shipping Costs

2.1 Shipping costs are calculated at checkout based on destination, package weight, and shipping method selected. Free shipping may be available on orders above a threshold (displayed at checkout).

2.2 Shipping fees are non-refundable except where a return is due to our error (wrong item, defective product) or as required by applicable consumer protection law.

SECTION 03

# International Shipping

3.1 We ship internationally to most countries. International orders may be subject to:

- Customs duties and import taxes (paid by the recipient on delivery).
- Longer transit times due to customs clearance.

- Potential delivery restrictions on certain products.
- Currency conversion fees from your payment provider.

3.2 The customer is responsible for checking their country's import regulations before ordering. If a package is refused, abandoned at customs, or returned due to customs issues, return shipping costs and duties may be deducted from any refund.

SECTION 04

## Tracking & Delivery

4.1 Once your order ships, you'll receive a confirmation email with tracking information. Tracking may take 24-48 hours to become active after shipment.

4.2 Please provide a complete and accurate shipping address at checkout. We cannot be held responsible for orders delivered to incorrect addresses provided by the customer. Address changes after shipment are generally not possible.

SECTION 05

## Lost or Damaged Packages

5.1 If your package is marked delivered but not received, please check with neighbors and your carrier first. Then contact hello@docree.com within 7 days. We will work with the carrier to investigate.

5.2 For packages damaged in transit, photograph the damage immediately and contact us within 48 hours of delivery. We will arrange a replacement or refund at no additional cost.

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| Support | hello@docree.com |

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