

## About This Document

The team at Indigo Stationery & Gifts (**ISG**) is committed to providing a fun experience for our customers who will be shopping on-line. **ISG** will make every reasonable effort to ensure that no customer is disadvantaged by their inability to shop at our physical location and therefore we have prepared this shipping policy as a guide for all those using our website.

## Shipping policy

All orders are processed within 1 to 3X business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

### Domestic Shipping Rates and Estimates

#### Local delivery

Free local delivery is available for orders over \$30 within 5 miles of our physical store. For orders under \$30, we charge \$5 for local delivery.

Deliveries are made from 10:00 am to 4:00 pm on next available business day after the order is fulfilled. We will contact you via text message with the phone number you provided at checkout to notify you on the day of our arrival.

#### In-store pickup

You can skip the shipping fees with free local pickup at our flagship store in Black Rock. After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 1 to 2 business days. We will send you an email when your order is ready along with instructions.

Our in-store pickup hours are 9:00 am – 4:00 pm on Monday-Friday. Please have your order confirmation email with you when you come.

#### International Shipping

We do not offer international shipping at present.

### 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 3 business days of receiving your shipping confirmation email, please contact us at [sales@indigobgi.com](mailto:sales@indigobgi.com) with your name and order number, and we will look into it for you.

### Shipping to P.O. boxes

We do not ship to P.O. boxes

### Refunds, returns, and exchanges

We accept returns up to 14 days of the date you receive the product. 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. (please see our e-commerce terms to review the full return policy)

In the event that your order arrives damaged in any way, please email us as soon as possible [admin@indigobgi.com](mailto:admin@indigobgi.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.

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If you have any further questions, please don't hesitate to contact us at [Admin@indigobgi.com](mailto:Admin@indigobgi.com)  
(246) 622-1758

## Document Control

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