

SHIPPING POLICY

Last Updated: 6/10/2022

This Shipping Policy describes how we work with shipping. Our goal is always to have you receive the product as quickly as possible, and will find the best carrier option to achieve this. Our default shipping carrier is FedEx. If another carrier such as UPS, USPS, or DHL presents a more cost effective or fast shipping option we reserve the right to use them as long as the carrier is reputable. We will always provide you with a tracking number to make sure you receive your product correctly.

For orders placed Monday through Thursday, your order will go out the day you ordered it provided that order is placed before 2pm PST. Orders placed after 2pm PST will go out the next day, however, orders placed Friday after 2pm PST-Sunday will be sent out the following Monday.

Contact Information

For all communications regarding shipping please contact us at shippingpolicy@joieenergy.com.