



HAYDEN WONDER CO.

Shipping Policy

Effective Date: April 24, 2026 | Last Updated: April 24, 2026

Thank you for shopping with Hayden Wonder Company LLC ("Hayden Wonder Co.," "we," "us," or "our"). This Shipping Policy explains how and when we ship orders placed on haydenwonderco.com. If you purchased through our Etsy store, Etsy's shipping policies also apply.

1. Shipping Destinations

We currently ship to addresses within the United States only (all 50 states). We do not offer international shipping at this time.

We are unable to ship to P.O. boxes or APO/FPO/DPO addresses. Please provide a valid residential or business street address when placing your order.

2. Processing Time

Orders are typically processed within 1 to 3 business days of order confirmation. Business days are Monday through Friday, excluding U.S. federal holidays. You will receive a shipping confirmation email with tracking information once your order has been dispatched.

During peak periods (holidays, promotions, or new product launches), processing times may be extended. We will communicate any significant delays by email.

3. Shipping Methods and Rates

3.1 Standard Shipping (USPS Priority Mail)

All standard orders are shipped via USPS Priority Mail Flat Rate. USPS Priority Mail typically delivers within 1 to 3 business days after shipment, though delivery times are not guaranteed by USPS.

Shipping costs are calculated and displayed at checkout based on your order and delivery address.

Free Standard Shipping: Orders with a product subtotal of \$75.00 or more, after any discounts or promotional codes have been applied and before tax and shipping, qualify for free standard USPS Priority Mail shipping. The free shipping threshold is applied automatically at checkout.

3.2 Rush Shipping (FedEx 2Day)

Customers who need faster delivery may select Rush Shipping at checkout. Rush orders are shipped via FedEx 2Day service, which guarantees delivery by 5:00 p.m. within two business days of shipment (some exceptions may apply in remote areas).

Rush Shipping is available for an additional charge, calculated at checkout based on your delivery address. Rush Shipping is not eligible for the free shipping threshold and will always carry a shipping charge.

Please note: Rush Shipping reflects dispatch speed only. Processing time (1 to 3 business days) applies before shipment regardless of the shipping method selected.

4. Order Tracking

Once your order ships, you will receive a shipping confirmation email with a tracking number. Track your package directly on the USPS website (usps.com) for standard orders, or on the FedEx website (fedex.com) for rush orders. Please allow up to 24 hours after receiving your shipping confirmation for tracking information to update.

5. Lost or Undelivered Packages

If your package appears to be lost in transit and has not arrived within a reasonable time after the estimated delivery window, please take the following steps before contacting us:

- Check with household members and neighbors
- Check around your property (front door, mailbox, rear entrance)
- Contact your local USPS or FedEx facility directly with your tracking number

If you are unable to locate your package after taking the above steps, please contact us at support@haydenwonderco.com with your order number. We will investigate with the carrier and, where appropriate, issue a replacement in accordance with our Replacement Policy.

Please note: Once a package is marked as delivered by the carrier, Hayden Wonder Co. is not liable for packages stolen from your property after delivery. We recommend requiring a signature at delivery if you are concerned about package security.

6. Incorrect or Undeliverable Addresses

You are responsible for providing a complete and accurate shipping address at checkout. If an order is returned to us as undeliverable due to an incorrect address provided by the customer, we will contact you to arrange re-shipment, which may be subject to an additional shipping fee. Hayden Wonder Co. is not responsible for orders shipped to incorrect addresses provided at the time of purchase.

7. Damaged Packages

If your order arrives visibly damaged due to shipping, please photograph the damaged packaging and product immediately and contact us at support@haydenwonderco.com within 14 days of delivery with your order number. We will work with you to arrange a replacement in accordance with our Replacement Policy.

8. Contact Us

Questions about your shipment? Contact us at:

Hayden Wonder Company LLC

Hayden Wonder Co.

Email: support@haydenwonderco.com

Website: haydenwonderco.com