

Shipping policy

WHERE DO YOU SHIP FROM?

- Orders made through billyfootwear.com ship from 7112 South 212th Street, Kent, Washington 980232, USA.

WHAT COURIERS DO YOU USE FOR SHIPPING?

- For domestic shipments, we utilize UPS, FedEx, and the United States Postal Service (USPS).
- For international shipments, we utilize DHL, FedEx, UPS, and USPS. However, not all our couriers are available to all countries. Some countries can only be reached reliably via DHL.

DO YOU SHIP INTERNATIONAL?

- Yes! We ship to countries outside of the US. If you happen to encounter any trouble at checkout getting a shipping rate, please reach out to us through our [contact page](#). We may need to add your country to our system.

HOW MUCH DOES IT COST TO SHIP TO ME OUTSIDE OF THE US?

- Great question. International shipping is expensive. The international shipping rates listed at checkout are the actual DHL, FedEx, UPS and United States Postal Service (USPS) rates.
- Customers have the ability to confirm how much shipping will be by adding product to their cart and initiating a checkout. The shipping information will display prior to having to add any credit card information.
- International shipments are subject to custom fees, duties, and import taxes. For DHL, FedEx and UPS, these additional tariffs can be paid at checkout at the time you place your order. For USPS, these additional tariffs must be paid on the receiving end by the customer at delivery. These additional tariffs are imposed by the importing country's customs authorities. Each country handles foreign product different.

DO YOU OFFER FREE DOMESTIC SHIPPING?

- Shipping is free for domestic orders when the total of the products equates to \$150 or more,

WHEN WILL MY SHIPMENT DELIVER?

- Processing Time — Please allow 2* business days to process your order before shipping.

* We are currently experiencing high online order volume so processing time is taking much longer than normal. We sincerely appreciate your patience.

- Domestic Shipping — Deliveries to addresses on the West Coast will typically take a shorter period of time than deliveries to addresses in other parts of the United States. Once shipped, Standard Ground shipping can typically take 2 to 3-business days for West Coast deliveries and up to 9-business days for Alaska and East Coast deliveries. The Central States land somewhere in between.
- International Shipping — During checkout, customers are given shipping courier options: DHL, FedEx, UPS and the United States Postal Service (USPS). Once shipped, DHL Express Worldwide typically takes 3 - 5 business days to deliver once picked up by DHL. USPS First Class Package International typically takes 7 - 45 business days to deliver. USPS Priority Mail International tends to deliver faster than First Class, but not always.

Note: DHL handles packages door-to-door. USPS handles packages up to customs, after which the packages are handed over to a courier within the receiving country. If you have not received your package within the expected time frame, your package is most likely still in customs awaiting your payment of customs fees, duties, or import taxes.

- For both domestic and international shipments, once our Fulfillment Team fulfills your order, you will receive an automated email with your tracking number. For international, DHL tracking is much better than USPS.
- Once the shipments are in the hands of the shipping courier, we unfortunately have no control over the route of the courier nor timing of

the delivery. Like the customer, we only have the tracking number to evaluate shipment status.