

Orders from Sustainable HOGS go out within 2 business days under most circumstances but can take up to 5 business days to process. We ship by UPS, FedEx ground, or USPS, and large orders will ship freight. Our products are discreetly shipped using plain unmarked cardboard boxes.

***IMPORTANT:** We try our best to get same day orders processed if the order arrives in time for processing. However, when selecting 2nd Day or 3 Day shipping options, please be advised that these options are promised from the time of shipping, not from the time the order was submitted. Please understand that it takes time to process the payment, pick your order from the warehouse, properly pack it in a box, label it and get it ready for shipping.

INTERNATIONAL CUSTOMERS: We will ship anywhere in the world, however your payment will typically take extra verification to protect against credit card fraud. Please use PAYPAL with a confirmed address for the fastest service, or send an international money order to us. Credit card payments can take up to one additional week, depending on how quickly your bank gets back with us. We will not be responsible for any customs duties levied by your Country or any additional fees for international shipping.

SHIPPING POLICY: All credit card orders for “in-stock” products placed by 2 PM MST (US Mountain Standard Time) on any business day are normally shipped within 1-5 business days upon payment approval. All orders received after 3:00 PM PST are considered received on the following business day. We do not ship items on weekends or regular bank holidays. No items will be delivered on Sundays or holidays. If there are any anticipated delays in shipping your order, you may be contacted by our Customer Service representative via e-mail or by phone, with options of accepting the order at an estimated date or canceling for a refund of the item backordered.

For more details please visit our [Refund](#) and [Terms of Use](#) page.

“Ground Shipping” products may take 7 - 10 business days to be delivered.

SHIPPING DAMAGE: Shipping Damage must be reported within one week of receipt. Please notify us, and we will file a FedEx claim to cover the broken products and then ship you new and/or replacement parts. In the event you received the incorrect products, notify us immediately and we

will send you a return shipping label. Once you have shipped the incorrect products back to us, we will promptly send you out the correct products.

TAXES AND DUTIES: Sustainable HOGS must charge Sales Tax on any orders shipped to addresses within the state of Colorado. Each customer shall be responsible for any fees and taxes required by the locality where the product is shipped.

Recent changes in interstate commerce require us to charge sales taxes in in certain states. States may be added to this list without notice. If these taxes are applicable, you will see an additional Sales Tax charge at the time of the checkout. Please contact Customer Service to see if your product will be charged a sales tax.