

# Where is My USPS Priority Package?

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We know it can be easy to get anxious when awaiting a package from a new company or any internet company, for that matter. Your order was shipped via USPS Priority Mail with Delivery Confirmation, NOT Tracking, which means that unless the package is scanned at delivery stops along the way to its destination, there will often be no update on the status until the package is physically delivered to you. Most often, Delivery Confirmation only updates when the package is delivered, simply as proof of delivery, so it's just a matter of being a little patient until your order arrives.

So, when checking the USPS website, "Electronic Notification Received" will often appear. This simply means that USPS has your package and will be delivering it soon. The next update will read as "Delivered" once it has been delivered to the address you provided us with.

We ship all orders received before 3:00PM CST the same day we receive them. Orders placed after 3:00PM CST will go out the next morning. We send out a confirmation of your order, an update alerting you that your package is shipping, and a third with your shipping info. Priority Mail usually takes 2-3 BUSINESS days for the United States, but the Post Office doesn't guarantee it. There are of course exceptions that are beyond our control that could delay any Priority Mail packages; and the Post Office usually just shrugs their shoulders when a package takes longer than the "2-3 days" to get to a customer of ours. Please remember that we have absolutely nothing to do with the Post Office and have no control over them either; once a package leaves our hands, it is up to them to get you your package.

Also, don't forget that with certain Holidays such as Easter, Halloween, Thanksgiving, and Christmas, the volume of mail going through the Postal System increases immensely, slowing down delivery time. This is exactly one of the reasons we offer the Express option on our website.

BUT: You, of course, are covered by our 100% Satisfaction Guarantee, so, if your package doesn't arrive within 2 weeks, we will send a replacement out.

Also note that you have the same access and information that we have, so all you need to do is click the link in your "ORDER SENT" e-mail, and that will give you the same information that we have. The website to enter your Delivery Confirmation Number is [www.usps.com](http://www.usps.com). Alternatively, you can also call (800) ASK-USPS and give them your Delivery Confirmation Number, but they often have LESS information than the website, which is continually updated.

P.S. Please check your Junk Mail folder for the "Order sent" e-mail we sent if you never received it.