

SHIPPING & PAYMENT INFO

Our goal is to offer you the best shipping option, no matter where you live. Every day, we deliver to customers across the United States, ensuring that we provide the very highest levels of responsiveness to you at all times.

- **Processing time:** Please allow up to 4 business days for order verification, quality check and packaging.
- **Shipping time:** After processing and leaving our store, items usually take between 2 and 10 days to arrive at their destination but can take longer from time to time.
- **Shipping Options:** All orders are shipped through UPS, USPS or Fedex via ground shipping.
- **Cost of Shipping:** Shipping prices will vary between products.
- **Restrictions:** If there is any issue with your address, your order can be subject to cancellation.
- **Customer Responsibilities:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- **Lost/Missing Packages:** Once a package has left our facility, shipping is out of our hands. If a package is lost or missing, we advise you to contact the shipping service directly. For additional tracking help feel free to contact us at online@racquetjog.com. Racquet and Jog is not responsible for lost or missing packages.