

HHOG Labs

Shipping Disclaimer

We ship to the default address you have registered with Paypal. Please update your Paypal account with your correct shipping address. If an incorrect shipping address is listed in Paypal, and your package returns, we will charge you postage to mail your product, again.

When your payment is cleared, and your product is packaged for shipment, you will receive an email from us through Paypal. This means that we have notified USPS to expect/pickup your package. If you are located in the USA, tracking information should be accompanied by this email. Items generally ship out within 4-6 BUSINESS days of your cleared payment. Once your package has been sent, you may obtain tracking information from USPS by using the link provided with the email you receive. The USPS generally updates this information nightly, HOWEVER, HHOG Labs is not responsible for this information, whether it is accurate or not.

If shipped USPS First Class, customers receive their packages within 3-10 days after our shipment notice, though sometimes delays do occur, beyond our control. If shipped USPS Priority, customers generally receive their packages within 2-5 days after our shipment notice, though sometimes delays do occur, beyond our control. Purchasing Priority Shipping does not mean expedited construction. All orders are on a First-Come-First-Serve basis, and generally take 4-6 days to complete.

Some customers have reported that the USPS NEVER updates the tracking information provided. This does not mean that your package hasn't been sent. Please be assured that unless we contact you and inform you of unexpected shipment delays, that your package is on its way!

INTERNATIONAL BUYERS: Generally, we ship International purchases within 5-7 days of your cleared payment by way of USPS International. Due to the reduced cost of USPS International rates, USPS does not provide tracking information. We indicate shipment of your package within the Ebay or Paypal system, which in turn will notify you that it has been shipped. Because completed Customs Forms are required to ship internationally, we must physically take your package to the USPS for shipment. This is the reason for an additional day to handle your package. HHOG Labs and its affiliates are not responsible for Duties fees, import fees or taxes that your country may require. Please do not ask us to misrepresent any package to circumvent Duties, or Import Fees required by your country.

Feel free to email any questions you may have to: contact@hhoglabs.com, or if you purchased from Ebay, use the internal Ebay mail system.

We are happy to assist you in any way we can!

Sincerely,
Staff of HHOG Labs