

General Order and Shipping Information

Last Modified on 06/15/2022 3:34 pm CDT

HOW LONG DOES IT TAKE MY ORDER TO PROCESS?

Most orders are shipped within 1-2 business days of order receipt. The estimated shipment date on your order is based on product availability, payment processing time, and warehouse processing time and does not include transit time. Fellowes will begin payment processing for orders placed on weekends or holidays on the next business day. Business days are Monday through Friday, excluding federal holidays.

WHEN WILL MY ORDER SHIP?

Typically orders ship within one to two business days of being placed. The estimated shipment date on your order is based on product availability, payment processing time, and warehouse processing time and does not include transit time. Depending on destination location, ground transit is one to five days and oversize shipments via LTL freight carrier may take a little longer. Fellowes will begin payment processing for orders placed on weekends or holidays on the next business day. Business days are Monday through Friday, excluding federal holidays. Although Fellowes makes every effort to ship your order according to the estimated lead time, shipping dates may change due to changes in supply. If there are any unexpected order processing delays, Fellowes will contact you and provide a revised shipping estimate.

WHAT IF I'M NOT AT HOME TO RECEIVE MY ORDER?

Orders shipped UPS do not require a signature upon delivery. If you are not home to accept your package, UPS will leave the delivery at your home in areas like your front porch, a side door, garage area, or with your leasing office at the driver's discretion. Orders which are not UPSable (i.e. oversized items, furniture, etc.), are delivered by freight trucks (also known as LTL carriers). Generally, the delivery company will contact you to make an appointment before attempting delivery.

WHAT IF I WANT TO CANCEL OR CHANGE MY ORDER AFTER I HAVE SUBMITTED IT?

In an effort to process and ship orders as quickly as possible for our customers, orders are processed within one business hour of being submitted on the website so changes may not be made after that time. For questions about your order, please call Customer Service at 1-800-955-0959 Monday through Friday from 8:00 am - 6 pm CST.

HOW DO I RETURN MY ORDER?

Please visit our Returns Policy for detailed return instructions and terms. All returns will require an RMA# to ensure proper processing. Fellowes will not issue credit or accept responsibility for lost returns or returns submitted without an RMA #.

WHO CAN I CONTACT WITH ADDITIONAL QUESTIONS?

For questions about your order or our products, please call customer service at 1-800-955-0959 Monday through Friday from 8:00 am - 6 pm CST or contact Customer Service by clicking on the ["Ask a New Question"](#) button above.
