

Delivery/Shipping Policy

We ship all packages via UPS. Our standard shipping level is UPS Ground, but you may select an alternative level of UPS shipping during the ordering process. There may be increased charges for selecting an alternative level. Our shipping charges are based on the rates charged by UPS, as they may vary from time to time.

Please note that we are not able to use a customer's personal account with UPS or any other carrier.

We utilize production facilities located across the United States in order to provide cost effective and efficient shipping. However, because we use a third party shipping service NeilJou.com cannot guaranty a specific delivery date or time.

The time it takes to receive your order will be a combination of (1) the time it takes to process your order, i.e., the production time, and (2) the shipping time for the shipping level that you choose. The production time for a specific product will generally be listed on the product page. If no production time is listed, then our standard processing time is 7-10 business days. You will need to add your estimated shipping time to the production time in order to estimate the time it will take to receive your order.

If you have dated or time sensitive material, or a deadline to meet, please make sure leave plenty of time to receive your order and/or do not rely on UPS Ground delivery. If you have any questions, contact your Service Partner (their contact information is provided each time you place an order) and they will be happy to provide you with an estimated delivery date.

We can ship to destinations outside of the United States; however, it may be necessary to separately estimate the shipping method and costs. You may be able to enter the destination into your order to receive an estimate of the shipping costs, but you will need to contact UPS to receive an estimate of the shipping time involved. All pricing for international shipments is in U.S. dollars. Our pricing includes product and shipping costs only; customs duties and other costs incurred as a result of international shipping are in addition to our costs and must be paid by the customer. We reserve the right to refuse to ship to certain international locations.

While we will use commercially reasonable efforts to print your order at a location that minimizes shipping time and costs, however, we must reserve the right produce your order at the production site of our choice. For example, our production capacity may be impacted by equipment failure, natural disasters, weather, or order volumes.

In order to keep our costs down and provide the most competitive pricing our shipping process does not allow us to aggregate or combine multiple print orders for shipping purposes. Generally, each discrete product ordered will be shipped separately, will require a separate shipping charge, will have its own estimated shipping time, and may arrive on a different date to other products you have ordered, even if they are ordered at the same time. If you are ordering multiple products it is possible that these may also require different production sites and the estimated shipping time may vary for each separate product. If you are ordering a specially priced package of products (when available), there will be only one shipping charge incurred, however, the individual products may be shipped separately and arrive at different times. If the receipt of multiple products is time sensitive please plan accordingly as we cannot guaranty that multiple product orders will be received on the same delivery date.

Orders that exceed size or weight limitations for the selected delivery level may be divided into multiple boxes. Your order confirmation and/or product tracking information should reflect the number boxes you can expect. If an order is shipped in more than one box, it is possible that the boxes may arrive at different times.

Because UPS does not ship to a Post Office box, it is your responsibility to verify that an actual street address has been entered, and that it is the correct and accurate address (including zip code) for your delivery. We strongly recommend that you include a telephone contact number in your shipping information. NeilJou.com is not responsible for any delays, losses or increased delivery charges caused by mistaken or incorrect delivery addresses.

Please verify that your payment information has been correctly entered. Shipments may be delayed because of improper credit card information and NeilJou.com is not responsible for any delay or loss associated with this.

Holidays and weekends may affect and delay your shipping times. Please take holidays and weekends into account when estimating your package delivery time.

If a package shipped by us is not delivered due to a customer refusal (which would include a failure to pick up the package from UPS, if applicable) or an error made by the customer, e.g. an incorrect shipping address, we may cause the package to be reshipped (with the corrected address if applicable). There will be an additional shipping fee charged for this reshipment. Additional fees may also be incurred if UPS is not able to deliver your package as originally addressed and/or for return fees. Even if you decline to have a product reshipped, you will continue to be responsible for the product cost, original shipping and any additional fees incurred as a result of the product being returned you consent to these fees being charged against the credit card used for the transaction.

NeilJou.com will make every effort to adhere to the estimated shipping schedule and delivery date for your order. However, equipment failures, technical problems, shipping delays and other problems beyond our control may delay the printing and delivery process. Under such circumstances expedited shipping fees may be waived or refunded as applicable, however, such delays are not grounds for cancellation of an order. By placing an order with NeilJou.com you are agreeing that we are not responsible or liable for, and no refund, cancellation or credit will be due as a result of shipping company delays, acts of God, weather conditions, environmental or dangerous goods incidents, perils of the air, public enemies, public authorities acting with actual or apparent authority, acts or omissions of customs officials, authority of law, quarantine, riots, strikes, work stoppages or slowdowns, or other labor disputes or disturbances, civil commotions or hazards incident to a state of war, local or national disruptions in ground or air transportation networks or systems due to events beyond our control, disruption or failure of communication and information systems, disruption or failure of utilities, international customs issues, any other circumstances that are beyond our direct control.

Please take note that if you choose a residential address as your delivery address UPS will typically not require a signature at the time of delivery and the package may be left at the address. If you require a delivery signature, please contact your Service Partner.